

THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI
Volume 62 No. 4 4th Quarter 2021 Issue

RECOGNIZING OUTSTANDING PUBLIC SERVICE AMID PANDEMIC

**CONTACT CENTER NG BAYAN
TO CELEBRATE DECADE OF
SERVICE**

**ABSENCES DUE TO
COVID-19
VACCINATION MAY BE
EXCUSED—CSC**

**INCLUSIVITY, HUMAN
RIGHTS, AND THE
FUTURE OF WORK**





SMARTER, CLEANER, and STRONGER: THE POLYMER 1000-PISO BANKNOTE

The Bangko Sentral ng Pilipinas (BSP) will issue 1000-piso polymer banknotes in 2022.



The BSP will validate what other countries -- such as the United Kingdom, Australia, and Canada -- have reported regarding the public benefits of polymer banknotes:

- More hygienic and sanitary;
- More secure;
- More durable and cost-effective; and
- More environmentally friendly.

Polymer banknotes are more hygienic and sanitary than paper banknotes.

The chemical component of a polymer banknote makes its surface smooth and resistant to dirt, bacteria, and viruses.

Polymer banknotes can also be wiped clean and sanitized without damage, unlike paper bills.



Polymer banknotes are more durable, and thus more cost-effective than paper banknotes.

With a lifespan of at least 2.5 times longer than paper banknotes, polymer banknotes need to be replaced less frequently, reducing the overall cost of banknote production, even when accounting for higher production cost.



Polymer banknotes are more secure than paper banknotes.

The production of polymer banknotes enables the adoption of stronger and enhanced security features, which further deters counterfeiting.



Polymer banknotes are more environmentally friendly than paper banknotes.

Polymer banknotes have a smaller ecological footprint than paper banknotes.

Moreover, when no longer useable due to wear and tear, polymer banknotes can be recycled into various products, such as building materials and outdoor furniture.



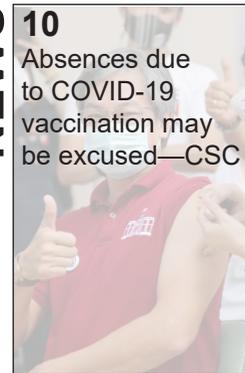
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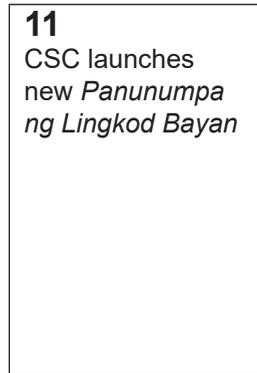
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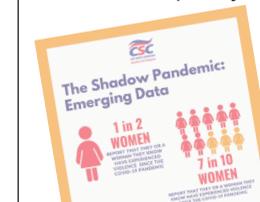


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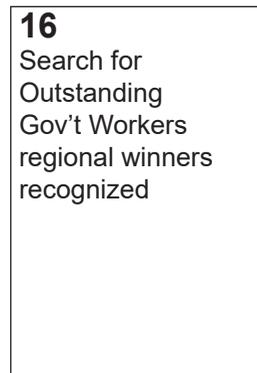
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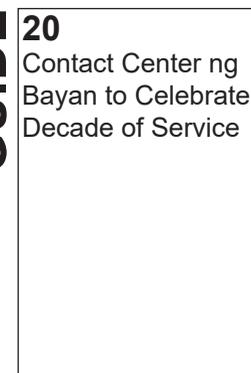


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PUBLIC DOMAIN

The Contact Center ng Bayan (CCB) wishes you a Healthy and **Happy New Year!**

As we bid 2021 'goodbye' and welcome another year, we thank you for your continued trust to CCB, the government's main helpdesk where citizens can request for information and assistance on government frontline service procedures, and report commendations, appreciation, complaints, and feedback.

The support both from our transacting public and agency partners have brought us to where we are now since we have been established in 2012. Discover our story on Citizen's Guide (pp. 20).

The CCB continues to provide uninterrupted service even amid the pandemic. At the comfort of your own home, you may reach us through SMS (0908-8816565), email (email@contactcenterngbayan.gov.ph), hotline via PLDT (1-6565), and Facebook Messenger (fb.me/civilservicegovph).

Aside from requests for assistance and complaints related to government transactions, the CCB continues to receive commendations and messages of gratitude from clients who experienced successful transactions with our intervention. These positive feedback fuel our agents to do better and better each time. Below are some of the commendations we received during the last quarter of 2021.

Reference number: IRN0256939

I'm sending this email with joy in my heart. You have moved mountains and made my 4-year-old case look so simple. Ever since I emailed your good office, my case kept on moving forward until today, I finally got the result out of it. You really showed me a good side of the Philippines. Thanks and God bless all of you. •

Reference number: IRN0256684

I am very thankful that you have diligently addressed my concern that benefited not only me but also my fellow grantees-students from Bulacan State University. Also, I am very glad that you have this platform intended to assist us, common citizens, with regard to government transactions. More power to you and wishing you safe all the time. •

Reference number: IRN0256824

Well-deserved commendations for your integrity and honesty! My concerns were easily resolved with your help. More power. •

Reference number: IRN0257151

Magandang araw po! Nais ko lang pong ipaalam at magpasalamat na rin po sa inyong tanggapan dahil nag-text kahapon ang SSS-San Pedro at sinabing na-aprubahan na po ang aking claim for retirement pension last 30 October 2021. Kaya maraming salamat po sa inyong intervention at aksyon sa aking hinaing. Mabuhay po kayo! God bless po. •

Reference number: IRN0256616

To the Contact Center ng Bayan, thank you so much for your immediate assistance on this concern. This has been my third time to bring a concern to your office, and each time, I was able to receive an immediate response. I am very grateful for the assistance you have rendered. You have indeed helped a lot of people by doing this program. I wish and pray that you continue this program and may God bless you and all the staff doing their work in the background. Kudos to you and more power. •

 contactcenterngbayan.gov.ph  email@contactcenterngbayan.gov.ph  0908-8816565  1-6565 (via PLDT landline)

 /civilservicegovph  /cscphmedia  csc.gov.ph

FROM THE CHAIRPERSON'S DESK



Warm greetings to all public servants in this Yuletide season!

Let us face it—it has not been an easy year for all of us as it was in 2020. We all thought that COVID-19 would pass by swiftly and that we would regain our normal lives back in 2021. Yet, despite the challenges and losses, we remain steadfast to our calling as civil servants while we also try our best to remain strong for ourselves and loved ones.

For this and for every small and big victory, we should approach this season with grateful hearts. As for the Civil Service Commission, we are grateful for every dedicated civil servant who tirelessly respond to the needs of the Filipino people during the pandemic. Through this *Civil Service Reporter* magazine issue, we highlight the contributions of outstanding public servants who were recognized as the 2020 and 2021 Presidential *Lingkod Bayan, Dangal ng Bayan*, and *CSC Pagasa* awardees. Their complete citations are on pp. 26-29.

We also look back at the achievements of the Contact Center ng Bayan as it approaches its 10th year in the public service in 2022. Read

about the CCB's yearend statistics in the Citizen's Guide section (p. 20).

Moreover, we continue to promote existing advocacies that the CSC supports such as human rights, gender equality, disability, and social inclusion, and future-proofing the civil service, and explain their links to CSC's mandate as the central HR institution of the Philippine government. Read the feature article on p. 36.

Other latest news and updates on CSC's programs and services are featured on the News and Regional News sections (p. 10). More contributions from civil servants are highlighted on this issue's *Lingkod Bayani* and *Health and Wellness* at Work sections (pp. 44 and 45 respectively).

We hope that you enjoy this year's last quarter issue of the *Civil Service Reporter* magazine.

Let us all welcome 2022 with a renewed sense of hope and commitment to a better public service.

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





Tell us what you think about the Civil Service Reporter and get a chance to win a treat from the Civil Service Commission

Your comments and suggestions are valuable to us. We hope you could take time to answer this short questionnaire to help us improve our upcoming issues. If you wish to continue receiving the CS Reporter, please update our mailing list as well. After answering the questionnaire, tear this page and send via mail or fax, or snap a photo of the accomplished survey and email to csc.pmr@gmail.com.

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- Public sector unionism
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- Human interest
- Exemplary public servants
- HR issuances and policies
- Others: _____

You may take a photo of the accomplished survey form and email to csc.pmr@gmail.com, or send through fax (8932-0179) or snail mail. Thank you!

Government employee? : If a government employee:

- Yes Years of service in government:
- No 1-5 years
- 6-10 years
- 11-15
- 16-20
- 21-25
- 26-30
- 31-40
- 41 years and above

Sector:

- National Government
- Local Government Unit
- State College or University
- Government Owned and Controlled Corporation
- Government Financial Institution
- Others: _____

Level:

- First level
- Second level
- Third level

CS Reporter should feature more articles on:

- Civil Service Examinations
- Special eligibilities
- Legal opinions
- Public sector unionism
- Training programs
- Honor Awards Program
- HR issuances and policies
- Others: _____

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Publications and Media Relations Division
 Public Assistance and Information Office
 1/F, Civil Service Commission Building
 IBP Road, Batasan Hills
 1126 Quezon City



Answer the survey online.

Editorial Advisers
 Chairperson Alicia dela Rosa-Bala
 Commissioner Aileen Lourdes A. Lizada
 Director IV Maria Luisa Salonga-Agamata

Ethel T. Montemayor
Editor
Citizen's Guide | Lingkod Bayani

Erika Jean C. Cabanawan
Editor
HR Spotlight

Lorraine Luna D. Danipog
Editor
Public Domain | LunChat with CSC and Lingkod Bayani Diaries corner

Anne Giselle G. Torres
Editor
News and Regional News

Jaymee M. Mata
Editor
Health and Wellness at Work

Dannika Gene I. Atienza
Graphic Artist

Melendriz Jane P. Teves
Layout/Graphic Artist

Jessie N. Panlilio/Christian T. Macato
Photography

Marlon L. Nunag
Circulation



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paio.pmr@csc.gov.ph
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Absences due to COVID-19 vaccination may be excused—CSC

Absences of government workers due to COVID-19 vaccination may be considered as excused absence.

This is pursuant to the interim guidelines issued by the Civil Service Commission (CSC) through CSC Memorandum Circular No. 16, s. 2021 or the “Interim Guidelines on Absences of Government Officials and Employees Due to COVID-19 Vaccination and/or Adverse Events Following Immunization (AEFI) of COVID-19 Vaccine”.

The issuance provides for the treatment of absences incurred by government officials and employees during the day of the inoculation of COVID-19 vaccine and/or the required treatment or recuperation period from any AEFI of COVID-19 vaccine. The guidelines define AEFI as “any untoward medical occurrence which follows immunization and which does not necessarily have a causal relationship with the usage of vaccine.”

The guidelines remind all government workers of their



Dr. Gerardo Dizon Legaspi, Director IV of the Philippine General Hospital, receives the first dose of the CoronaVac vaccine developed by Sinovac Biotech Limited. He is the first Filipino to get inoculated against COVID-19 through the national coronavirus vaccination campaign which began on 1 March 2021. Dr. Legaspi was also conferred the 2021 Presidential Lingkod Bayan Award under the CSC-administered Honor Awards Program.

responsibility to adopt necessary measures to prevent COVID-19 transmission in the public sector workplaces. It states that “COVID-19 vaccination is considered as one of the major strategies to complement the existing measures and practices to mitigate the spread and reduce morbidity and mortality due to COVID-19.”

EXCUSED ABSENCE

CSC MC No. 16, s. 2021 provides the following conditions where excused absence may be considered:

- Absence from work during the day of inoculation of the first and second doses of COVID-19 vaccine, including future booster shots. Required documents include proof of vaccination schedule (e.g. vaccination card) and

the application of leave of absence; and

- Absence from work due to the required treatment/recuperation period from AEFI of the first and second doses of COVID-19 vaccine, including future booster shots.

A maximum of 15 calendar days may be allowed for cases of serious AEFIs which may include hospitalization, persistent or significant disability or incapacity, and life threatening or medically important event or reaction. In addition to the application of leave of absence and copy of vaccination card, the employee must also submit a medical certificate and/or clinical abstract indicating the diagnosis, management done, and number of days of recuperation needed, signed by the attending physician. On the other hand, a maximum

of three (3) calendar days may be allowed for non-serious AEFIs which may include tenderness, pain, warmth, redness, itching or swelling on the arm where one got the injection; generally feeling unwell; feeling tired (fatigue); chills or feeling feverish; headache; and joint pain or muscle ache. The employee must submit a medical certificate signed by an attending physician at the vaccination center or medical facility where s/ he underwent observation due to AEFI.

LEAVE CREDITS

Absences due to AEFI of COVID-19 vaccine may be charged against the employee’s sick leave credits when the period of treatment/recuperation exceeds the maximum allowable period of absences for the abovementioned conditions.

If the employee has exhausted his/her sick leave credits, Section 56 of the Omnibus Rules on Leave allows for the use of vacation leave credits in lieu of sick leave credits. In case the vacation leave

credits have been exhausted, the employee may apply for sick leave or absence without pay.

Government workers who have incurred absences due to COVID-19 vaccination and/or have undergone treatment from AEFI prior to the issuance of CSC MC No. 16, s. 2021 may request for the restoration of the deducted leave credits through their agency’s Human Resource unit.

ADDITIONAL GUIDELINES

The guidelines also enumerate the responsibilities of the heads of agencies through their respective HR units.

These responsibilities include maintaining a database of workers inoculated with COVID-19 vaccine; establishing or designating a unit that will perform the functions of a Workplace Epidemiology Surveillance Unit (as stated under the 2020 Revised IRR of R.A. 11332); monitoring the treatment of absences due to COVID-19 vaccination and/or the required treatment/recuperation from

AEFI; ensuring that efficiency and productivity work standards are met; submitting a report to the CSC Regional or Field Office concerned on the number of workers who availed of excused absences; and ensuring that the agency has contingency plans in case large number of employees suffer AEFI of COVID-19 vaccine and other similar incidents.

These guidelines shall apply to all government officials and employees 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 1 March 2021, the official rollout of the vaccination drive in the Philippines. It shall remain in full force and effect during the period of state of calamity as declared under Proclamation No. 1218 dated 10 September 2021 issued by the President of the Philippines, or one (1) year after the government has declared the completion of the COVID19 Vaccination Program. **Ⓡ**

CSC launches new Panunumpa ng Lingkod Bayan

The Civil Service Commission (CSC) launched the new *Panunumpa ng Lingkod Bayan*, an oath that is regularly recited by civil servants during flag raising ceremonies in November 2021.

The launch coincided with the Virtual Awards Rites of the 2020 and 2021 Outstanding Government Workers, which aired live on 15 November 2021 at 2 p.m. via the CSC and Radio Television Malacañang’s official

Facebook Pages and YouTube channels.

The new version of the *Panunumpa ng Lingkod Bayan* was produced through a nationwide consultation survey among 4,600 government workers and human resource practitioners conducted on June-July 2021, as well as consultations with the Komisyon sa Wikang Filipino and University of the Philippines Diliman. The oath aims to better reflect the situation and

(continued on page 12)

**Panunumpa ng
Lingkod Bayan (2021)**

Ako ay isang lingkod bayan.

Pangangalagaan ko ang tiwalang ipinagkaloob ng mamamayan.

Maglilingkod ako nang may malasakit, katapatan, at kahusayan na walang kinikilingan.

Magiging mabuting halimbawa ako, at magbibigay ng pag-asa at inspirasyon sa aking kapwa lingkod bayan.

Lilinangin ko ang aking sariling kakayahan upang sa lahat ng panahon ay mapaglingkuran ko nang buong kahusayan ang sambayanan.

Hindi ako makikibahagi sa mga katiwalian sa pamahalaan.

Pipigilan at isisiwalat ko ito sa pamamagitan ng tama at angkop na pamamaraan. Isasabuhay ko ang isang lingkod bayang maka-Diyos, maka-tao, makalikasan at makabansa.

Tutugon ako sa mga hamon ng makabagong panahon tungo sa adhikain ng matatag, maginhawa, at panatag na buhay.

Sa mga tungkulin at hangaring ito, kasihan nawa ako ng Maykapal. •

aspirations of the government workforce.

The recitation of the oath was first institutionalized in 1995 as the *Panunumpa ng Kawani ng Gobyerno* via CSC Memorandum Circular No. 2 to “reorient the work attitude of government workers by constantly reminding them of how they must conduct themselves as public servants to bring about a more responsive, efficient, and committed public service.”

In 2000, the CSC issued the *Panunumpa ng Lingkod Bayan sa Bagong Milenyo* or Reaffirmation of the Oath of Office, in line with Presidential Proclamation No.

313 dated 22 May 2000 declaring 19 September 2000 as the “Centennial Day of the Philippine Civil Service.”

In 2003, the *Panunumpa ng Lingkod Bayan* was issued as part of the 103rd Philippine Civil Service Anniversary mass oath-taking with the President of the Republic. The oath has not been revised since then.

The initiative to revise the oath was part of the recently concluded 121st Philippine Civil Service Anniversary, through which the CSC introduced a 10-year theme, Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes. 📌

Nutrition workers, local gov’t officials may apply for eligibility

Barangay nutrition scholars are invited to apply for the Barangay Nutrition Scholar Eligibility (BNSE).

The Civil Service Commission (CSC) grants the BNSE to qualified individuals by virtue of Presidential Decree No. 1569, which mandates the deployment of one barangay nutrition scholar (BNS) in every barangay who

shall be trained and shall perform volunteer nutrition and related services to help strengthen the barangay nutrition program.

Qualified to apply for BNSE are barangay-based volunteer workers who have rendered at least two years of continuous and satisfactory nutrition services and other related activities.

Those who have been hired by agencies under Job Order status and/or Contract of Service may still qualify for the grant of BNSE.

The BNSE is a first level eligibility, which may be considered for appointment to clerical positions and other first level positions in the career service requiring a general first level CS eligibility, provided the appointee meets the education, training, experience, and other requirements of the position.

The CSC also reminded local government officials of the

special eligibilities that they may apply for.

The Barangay Official Eligibility (BOE) is granted by the CSC pursuant to Republic Act No. 7160 or the “Local Government Code of 1991” to elective and appointive barangay officials based on completion of their term of office. The elective barangay officials are Punong Barangay/Barangay Captain, regular Sangguniang Barangay Members, and Sangguniang Kabataan Chairpersons; while the appointive barangay officials include Barangay Treasurers and Barangay Secretaries who were appointed by the duly elected Punong Barangay.

Completion of term of office is defined as follows:

- For elected barangay officials, it shall refer to the term of office as specified by the prevailing law on term of office of elected barangay officials.
- For appointive barangay officials, it shall refer to the continuous number of years of

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

Only the abovementioned barangay officials who completed their term of office on 1 August 2012 (the effectivity date of the related CSC policy) and onwards may qualify for the BOE. Those who completed their term of office before the said date may no longer apply.

The BOE is considered appropriate for appointment to first level positions in the career service, except for those that require qualifications in skills or trade test and/or requiring passing the Board or Bar examinations, or requiring eligibilities provided under special laws.

Meanwhile, Sanggunian Members may apply for the Sanggunian Member Eligibility (SME).

Specifically covered by the grant of SME are the Vice Mayor, as presiding officer for the Sangguniang Bayan or Sangguniang Panlungsod; Vice Governor, as presiding officer for the Sangguniang Panlalawigan; and regular Sanggunian Members of the Sangguniang Bayan, Sangguniang Panlungsod, and Sangguniang Panlalawigan.

The CSC grants the SME pursuant to Republic Act No. 10156 or “An Act Conferring upon Members of the Sangguniang Bayan, Sangguniang Panlungsod, and Sangguniang Panlalawigan the Appropriate Civil Service Eligibility under Certain Circumstances, and for Other Purposes.”

To apply for the Sanggunian Member First Level Eligibility, the Sanggunian Member must have served for an aggregate period of six (6) years and have completed at least 72 units leading to a baccalaureate or bachelor’s degree.

For the Sanggunian Member Second Level Eligibility, the applicant must have served for an aggregate period of nine (9) years and have completed a baccalaureate or bachelor’s degree.

The applicant’s name must also be included in the corresponding Master List issued by the concerned Department of the Interior and Local Government (DILG) office.

For Sanggunian Members who were elected in the May 2013 elections and thereafter, the period of application shall be within two (2) years upon

(continued on page 14)



Nutrition workers from page 13

meeting the required number of years of service. Those who completed the six- or nine-year service requirement prior to May 2013 may no longer apply for the SME.

The SME is considered appropriate for appointment to second and first level positions in the career service, except those that require

qualifications in skills or trade test and/or requiring passing the Board or Bar examinations, or requiring eligibilities provided under special laws. Moreover, the Sanggunian Member First Level Eligibility shall be applicable for entrance and promotion to first level career service positions only, while the Sanggunian Member Second Level Eligibility

shall be applicable for entrance and promotion to first level and second level career service positions.

Complete details on how to apply for these eligibilities are found on the CSC website at www.csc.gov.ph.

CSC reminds gov't employees on stricter sexual harassment policy

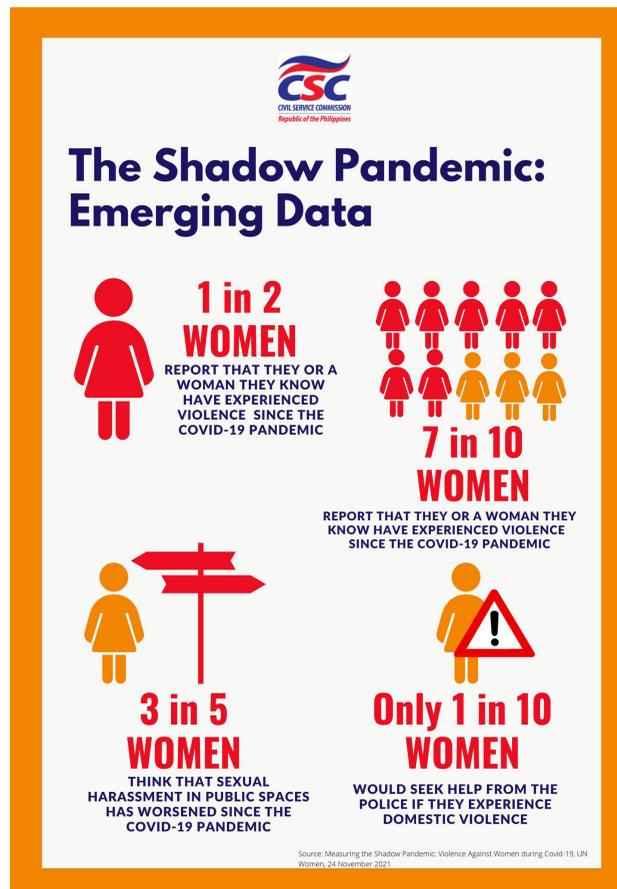
The Civil Service Commission (CSC) urged government employees to be mindful about their behavior as it reminded them on the stricter rules governing sexual harassment in the workplace.

Sexual harassment in the workplace covers not only physical or verbal acts but also those done using technology. This may include unwanted sexual

misogynistic, transphobic, homophobic, and sexist remarks and comments, committed whether publicly or through direct and private messages; invasion of victim's privacy through cyberstalking and incessant messaging; uploading and sharing without the victim's consent any form of media that contains photos, voice, or video with sexual content; and any unauthorized recording and sharing of any of the victim's photos, videos, or any information online.

The CSC also expanded the coverage of sexual harassment to include those performed in streets and public spaces such as in alleys, roads, restaurants,

malls, public washrooms, bars, and public utility vehicles. This includes catcalling; wolf-whistling; unwanted invitations; misogynistic, transphobic, and sexist slurs; persistent uninvited comments or gestures on a person's appearances; and



relentless request for personal details that are unwanted and threatens one's sense of personal space and physical safety.

In its Resolution No. 2100064 dated 20 January 2021, circularized via Memorandum Circular No. 11, s. 2021, the CSC amended certain provisions in the 2017 Rules on Administrative Cases in the Civil Service (RACCS), specifically those pertaining to the administrative proceedings for sexual harassment complaints where the offender is a government employee.

The changes in the 2017 RACCS were made to further deter sexual harassment in the public sector, as well as to harmonize said rules with Republic Act No. 11313 or the Safe Spaces Act and its Implementing Rules and Regulations.

VAW

In support of the observance of the 18-Day Campaign to End Violence Against Women (VAW), the CSC also called for the strengthening of the Committee on Decorum and Investigation (CODI) in government agencies.

The CSC said that an active and working CODI would not only deter sexual harassment offenders but also embolden victims to come forward and seek legal remedy.

CSC Resolution No. 2100064 strengthens the role of the CODI in a government agency and averts possible delays in their investigation of complaints of sexual harassment.

Among the duties of the CODI is to ensure that the complainant does not suffer from retaliation or any disadvantage in terms of benefits or security of tenure, as well as to guarantee the observance of due process, gender-sensitive handling of the cases, and confidentiality of the identity of the parties involved.

The CODI is given 10 days from the termination of the investigation to submit its findings with recommendations to the disciplining authority for decision.

Notably, the policy also requires that the CODI "be headed by a woman and not less than half of its members shall be women."

Either the complainant or the person being complained of may request any member of the CODI to inhibit from the proceedings based on conflict of interest, manifest partiality, and other reasonable grounds. A CODI member may also voluntarily inhibit on the same grounds. The CSC resolution mandates the head of agency, or the head of the education or training institution, to ensure sufficient number of people to replace any member of the CODI in case of his/her absence or need to inhibit from the case.

DUTY OF HEAD OF AGENCY

CSC Resolution No. 2100064 specifies the duties of the head of agency in preventing and deterring the occurrence of sexual harassment cases. Among which are to ensure widest dissemination of the law and rules

to all persons in the workplace, the conduct of orientations among employees and distribution of relevant information materials, and conduct of gender sensitivity trainings.

Heads of agencies who will be found remiss on their duties under CSC Resolution No. 2100064 or not taking action on complaints may be charged with Neglect of Duty.

Sexual harassment may be classified as light offense, less grave offense, or grave offense depending on the act committed, and may be meted a penalty ranging from a reprimand to outright dismissal from the service.

The full text of CSC MC No. 11, s. 2021 can be accessed from the CSC website at www.csc.gov.ph.

18-DAY CAMPAIGN

Presidential Proclamation No. 1172 s. 2006 declares 25 November to 12 December of every year as the "18-Day Campaign to End VAW in the Philippines" in line with the government's commitment to protect the human rights of women against violence and other forms of discrimination.

The campaign theme for 2016 to 2021 is "VAW-Free Community Starts With Me", which is a positive advocacy enjoining everyone to participate in freeing communities from violence against women and girls.

This year's campaign, with the slogan "Filipino Marespeto: Safe Spaces, Kasali Tayo" aims to intensify awareness on the core provisions of the Safe Spaces Act.

Search for Outstanding Gov't Workers regional winners recognized

Various offices of the Civil Service Commission (CSC) held online recognition programs for the regional winners of the Search for Outstanding Government Workers.

The CSC Regional Office (CSC RO) XII culminated the celebration of the 121st Philippine Civil Service Anniversary (PCSA) on 29 September with a virtual program for the 2021 Regional Awardees for the *Dangal ng Bayan* Award, which was streamed live via the CSC RO XII Official Facebook Page at <https://www.facebook.com/cscregion12>.

The awardees were Giovanni D. Deles, M.D., City Health Officer, City Government of Tacurong; Michael Jesus N. Esponilla, Teacher I, Department of Education, Division of General Santos City; Jocelyn S. Facurib, Master Teacher I, Department of Education, Division of General Santos City; Hon. Vic Paul M. Salarda, Municipal Mayor, LGU Alabel, Sarangani; Leah Y. Tolimao, City Government Department Head II, LGU General Santos City; and Grace L. Maniego, LLb, Internal Auditor IV, Provincial Government of South Cotabato.

Director IV Resurreccion P. Pueyo gave the welcome remarks by highlighting the birth of the Honor Awards Program (HAP) on 19 June 1959 with the passage of Republic Act No. 2269 or the Civil Service Act, which established the Employee Suggestion and Incentive Awards System. He also challenged every government worker in Region XII to emulate the good deeds shown by the regional awardees.

CSC Chairperson Alicia dela Rosa-Bala gave the keynote address, while CSC RO XII Director III Venus O. Bumanlag delivered the closing remarks where she thanked all who took part in the successful conduct of the culmination activity of the 121st PCSA.



HOPE BEHIND BARDS. (From L-R: BPSU VPRET Dr. Hermogenes M. Paguia, BPSU Pres. Gregorio Rodis, Dr. Bernadeth B. Gabor, DII Edgardo C. Cruz, Dr. Joanne D. Lobrino, Nomer N. Varua and Jhon Robert S. Garcia)

(CSC Field Office Bataan Director II Edgardo C. Cruz confers Presidential Lingkod Bayan Award, Semi-finalist (Group Category) to Bataan Peninsula State University-Hope Behind Bars Project during the Regional HAP awarding ceremonies held on 27 October 2021 at the Conference Room of the BPSU Administration Building.)

CSC RO III also aired a virtual program honoring the Central Luzon awardees on 30 September, which streamed via its Facebook page at <https://www.facebook.com/cscregion3>.

The awardees are:

Presidential *Lingkod Bayan* Award (Individual Category)

- Dr. Claro N. Mingala, Scientist IV and Executive Director for Research, Philippine Carabao Center;
- Hon. Mario O. Salvador, City Mayor, San Jose City, Nueva Ecija; and
- Hon. Edwin D. Santiago, City Mayor, City of San Fernando, Pampanga.

The Presidential *Lingkod Bayan* Award (Group Category)

- Hope Behind Bars Project, Bataan Peninsula State University



(From L-R: Dr. Caro B. Salces – Deputy Exec. Dir. For Admin and Finance, Dra. Ma. Cecilia C. Abo – HRMS, Dr. Ester B. Flores, Dr. Claro N. Mingala, Dr. Eric P. Palacpac, DII Eleanor M. Prado and Amie T. Fulgencio – OIC / Admin, Financial Management Division.)

(CSC Field Office Nueva Ecija Director II Eleanor M. Prado confers CSC Pagasa Award, Semi-finalist (Individual Category) to Dr. Ester B. Flores – Philippine Carabao Center Nueva Ecija during the HAP awarding ceremonies held on 12 November at the PCC National Headquarters and Gene Pool, Science City of Muñoz Nueva Ecija.)

CSC *Pagasa* Award (Individual Category)

- Hon. Shierwin H. Taay, Municipal Mayor, LGU Dingalan, Aurora;

- Hon. Arturo B. Robes, City Mayor, City of San Jose Del Monte, Bulacan;
- Dr. Myrna Q. Mallari, University President, Tarlac State University;



- Efren E. Abion, Municipal Civil Registrar, LGU Baler, Aurora;
- Dr. Eric P. Palacpac, Information Officer V, Philippine Carabao Center; and
- Dr. Esther B. Flores, Supervising Science Research Specialist, Philippine Carabao Center.

CSC Pagasa Award (Group Category)

- Physical Therapy and Rehabilitation Unit, City Health Office, City of San Jose Del Monte, Bulacan;
- REHOBOTH Children’s Home Inc. Team, Tarlac Agricultural University;
- Municipal Agricultural Office, LGU Dingalan Aurora; and
- Smart Mango Team, Bataan Peninsula State University.

Dangal ng Bayan Award

- Arnel G. Gabriel, Professor VI, Nueva Ecija University of Science and Technology; and
- Don Sean Arvie V. Buencamino, Instructor I, Aurora State College of Technology.

In her video message, CSC Chairperson Alicia dela Rosa-Bala said, “To emerge as the exemplars of your region in the midst of crisis is already a big achievement. We



After intense national level screening and deliberations, two regional winners from CAR emerged as finalists of the Search for Outstanding Government Workers. They are Lucia Jacinta S. Benter, Medical Technologist I from LGU-La Trinidad, Benguet, who received the Dangal ng Bayan Award; and the Outpatient Drug Treatment and Rehabilitation Center of the Baguio General Hospital and Medical Center, who was awarded the Presidential Lingkod Bayan (Group Category). The latter is composed of team leader Clarette Rosario P. Dy, Medical Specialist III, and members Herwin C. Siong, Nurse I, and Jayvee O. Moltio, HEPO III.

all know the extreme challenges faced by our education systems, our local government, and our agencies. You have continued to serve your clients well, and found ways to make the impossible possible. For that, we are all grateful.”

Cordilleran winners were officially recognized by the CSC Cordillera Administrative Region (CAR) in simple virtual regional awards rites, which streamed live on 27 September via its Facebook page at <https://www.facebook.com/csccordillera>.

All the winners were awarded a Certificate of Recognition and a Wooden Medal of Honor. Their respective nominators were likewise recognized and given a Certificate of Appreciation.

For 2021, the CSC CAR received 27 nominations for the Search for Outstanding Government Workers from the different government offices in the region for the different award categories, as follows: for the Presidential Lingkod Bayan Award, nine individual and seven group nominations; for the Dangal ng Bayan Award, five nominations; and for the CSC Pagasa Award, four individual and two group nominations.

The Regional Committee on Awards declared 20 regional winners during their final meeting on 25 June. The winning entries were forwarded to the National HAP Secretariat as entries for the national level screening. •

CSC RO VII joins Simultaneous Earthquake Drill

The Civil Service Commission Regional Office (CSC RO) VII and its Field Offices (FO) in Cebu, Bohol, Negros Oriental, and Siquijor participated in the 4th Quarter Nationwide Simultaneous Earthquake Drill on 11 November.

The drill started with an alarm at exactly 8:00 in the morning. This prompted all the officials, employees, special assistants, contract of service employees, and the transacting customers of the regional and field offices to execute the “duck, cover, and hold” safety procedures during an earthquake.

At the second alarm was the evacuation. Personnel from 5th to 2nd floor of the regional office and CSC FO-Cebu North took the stairs, while the rest of the personnel from the ground floor including the transacting customers immediately went out of the building to the open area outside.

As part of the drill, the heads of the field/division offices took the responsibility to account all their onsite personnel. A final inspection of the entire building was done to ensure that no one was left unattended



Officials and employees of CSC RO VII evacuate the office building and are seen waiting in a “duck” position as part of their participation in the Simultaneous Earthquake Drill.



inside. Regional Director Carlos A. Evangelista then provided the go signal to go back to the respective offices and resume office transactions.

Throughout the earthquake drill, everyone was reminded to observe proper distancing and to wear their face masks and face shields.

The activity was conducted in support of the Office of the Civil Defense 7 through the Regional Disaster Risk Reduction and Management Council (RDRRMC), and to enhance preparedness of employees against earthquakes through regular conduct of drills/exercises. •

Guide

Drumbeating Decade of CCB

Contact Center ng Bayan to Celebrate Decade of Service

One of the most pervasive challenges being faced in the delivery of government services is red tape, a term used to describe burdensome and unnecessary rules, procedures, and regulations. Red tape has led to bigger economic and societal issues such as reduced productivity and competitiveness and low public trust on the government. The Philippines placed 136 out of 183 countries in the Doing Business Survey conducted by the World Bank in 2012.

As a response, the government implemented programs and mechanisms to address red

tape and inefficiencies in public service delivery. Established on 27 September 2012 by the Civil Service Commission (CSC) and the then National Computer Center (NCC), the Contact Center ng Bayan (CCB) was designed to manage public feedback on government services and build excellent client experience. It aims to ultimately improve the relationship between government and its stakeholders. Clients may access CCB through several modes: call hotline 1-6565 (via PLDT landline); send an SMS to 0908-881-6565; send an email to email@contactcenterngbayan.gov.ph; or visit www.contactcenterngbayan.gov.ph.

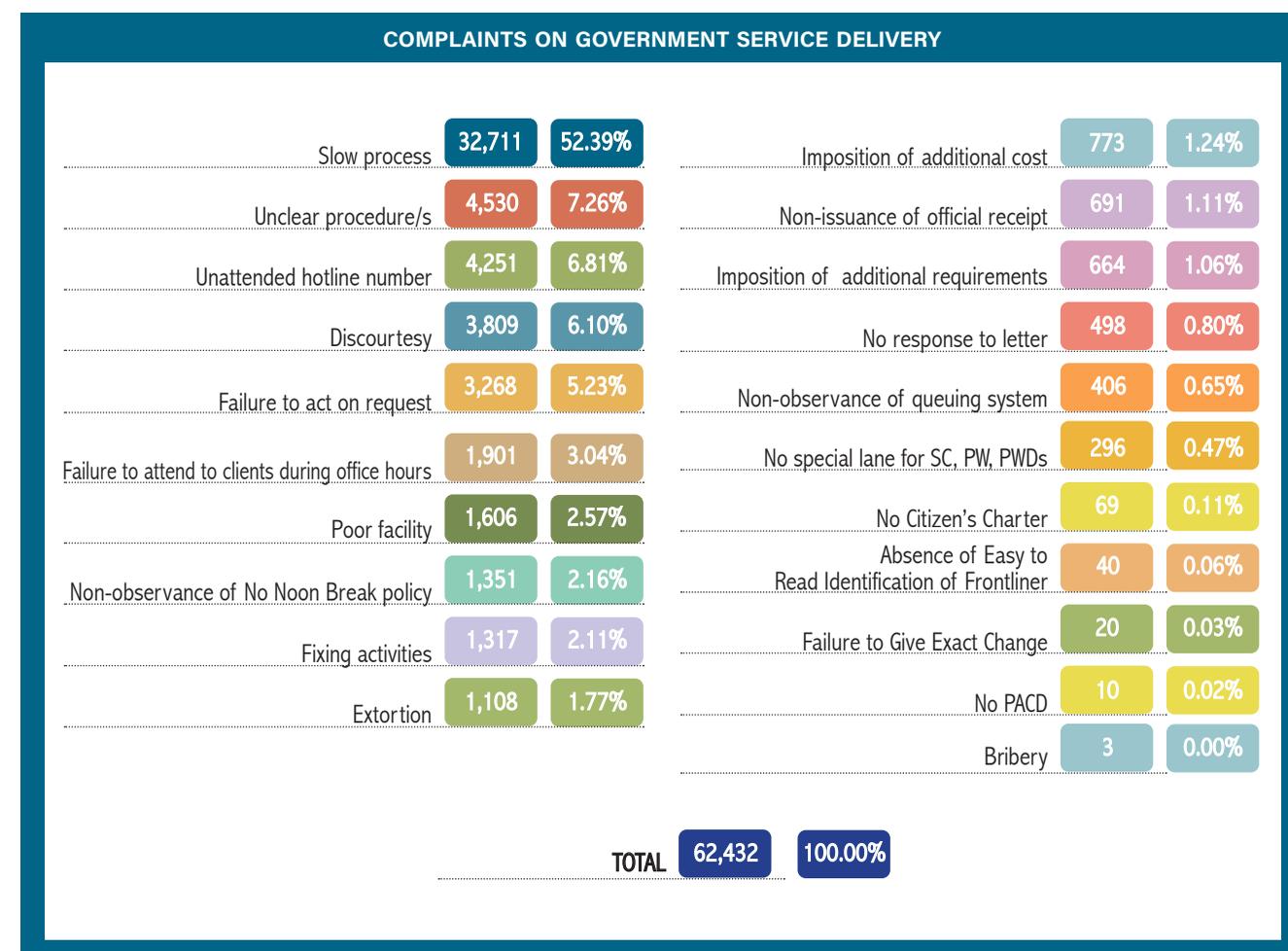
Through the facility, the CSC accepts inquiries, complaints, commendations, suggestions, and requests for assistance and provides direct, immediate action on simple concerns, while more complex concerns are referred to the appropriate agency or office through its network of *Bilis Aksyon Partners* nationwide. CCB tracks the progress from referral until resolution to ensure that no concern is left hanging or unattended.

In almost one decade of its operations, the CCB has handled 770,182 transactions. The past five years are broken down as follows:

2016	2017	2018	2019	2020	2021*
106,839 TOTAL NO. OF TRANSACTIONS RECEIVED	195,316 TOTAL NO. OF TRANSACTIONS RECEIVED	109,136 TOTAL NO. OF TRANSACTIONS RECEIVED	95,062 TOTAL NO. OF TRANSACTIONS RECEIVED	136,112 TOTAL NO. OF TRANSACTIONS RECEIVED	127,717 TOTAL NO. OF TRANSACTIONS RECEIVED
11,611 NO. OF RESOLVED COMPLAINTS ON GOVERNMENT SERVICE	14,241 NO. OF RESOLVED COMPLAINTS ON GOVERNMENT SERVICE	2,036 NO. OF RESOLVED COMPLAINTS ON GOVERNMENT SERVICE	1,391 NO. OF RESOLVED COMPLAINTS ON GOVERNMENT SERVICE	596 NO. OF RESOLVED COMPLAINTS ON GOVERNMENT SERVICE	250 NO. OF RESOLVED COMPLAINTS ON GOVERNMENT SERVICE
		197 NO. OF GOVERNMENT SERVICE-RELATED COMPLAINTS YET TO BE RESOLVED/ACTED UPON**	212 NO. OF GOVERNMENT SERVICE-RELATED COMPLAINTS YET TO BE RESOLVED/ACTED UPON**	200 NO. OF GOVERNMENT SERVICE-RELATED COMPLAINTS YET TO BE RESOLVED/ACTED UPON**	39 NO. OF GOVERNMENT SERVICE-RELATED COMPLAINTS YET TO BE RESOLVED/ACTED UPON**

* As of 31 June
**Tally as of end of the year indicated

“Slow process” and “unclear procedures” ranked first and second, respectively, in the nature of reports received by the CCB, accounting for 59.65% of the total complaints. Majority of the complaints are attributed to the dissatisfaction of customers on the way government agencies processed requested services.



(continued on page 22)

Contact Center ng Bayan ... from page 21

Through the reports received from the public through CCB, government agencies, particularly the heads of agencies, are informed of the need to improve and/or sustain the delivery of quality service. Agency heads are provided with updated data on the number of reports elevated, nature

of the reports, resolution rate, and recommended course of action.

As of August 2021, the CCB recorded 99.58% in terms of resolution of reports received. Below are the list of agencies with the most number of resolved reports from 2014-2020:

Government agencies have credited CCB data as basis for improving the quality of service delivered to their clients. For instance, the Social Security Service (SSS), due to perennial ranking as one of the most complained agencies, has pushed for the “digitalization and the process of acquiring new digital infrastructure for the improvement of its services to its members and pensioners”.

The data generated reports made and action on referrals has provided empirical basis for gauging the performance of government agencies - the quality of service they render and their responsiveness to the people’s needs. The data gathered by CCB is now among the good governance condition in the grant of the Performance-Based Bonus or PBB as mandated by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems, a body created by virtue of Administrative Order No. 25. The data obtained also served as take-off points for studies on government processes and systems and possibly correlate these with measures to mitigate graft and corruption.

The CSC will be releasing a commemorative coffee table book in 2022 documenting the ten-year anniversary of the establishment of the CCB. Entitled, “CCB: Isang Dekada ng Paglilingkod”, it will feature the beginning, highlights of operations, accomplishments, and milestones of the facility. 

TABLE OF AGENCIES WITH MOST NUMBER OF RESOLUTIONS FROM 2014-2020

	2014	2015	2016	2017	2018	2019	2020
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							



AWARDS RITES FOR 2020 AND 2021

OUTSTANDING GOVERNMENT WORKERS

ONLINE AWARDS RITES

Hail Exemplary Gov't Workers

COVERY STORY

Winners of the 2020 and 2021 Search for Outstanding Government Workers received recognition during an online awards rites last 15 November at 2 p.m. via the Radio Television Malacañang’s Facebook page and YouTube channel, and the Civil Service Commission’s Facebook page and YouTube channel with simultaneous broadcast on PTV4.

The winners came from three (3) award categories. The Presidential *Lingkod Bayan* Award recognizes exceptional or extraordinary contributions resulting from an idea or performance that had nationwide impact on public interest, security, and patrimony.

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

Meanwhile, the *Dangal ng Bayan* Award is given to an individual for exemplary ethical behavior in observance of the code of conduct under Republic Act No. 6713.

NATIONWIDE IMPACT

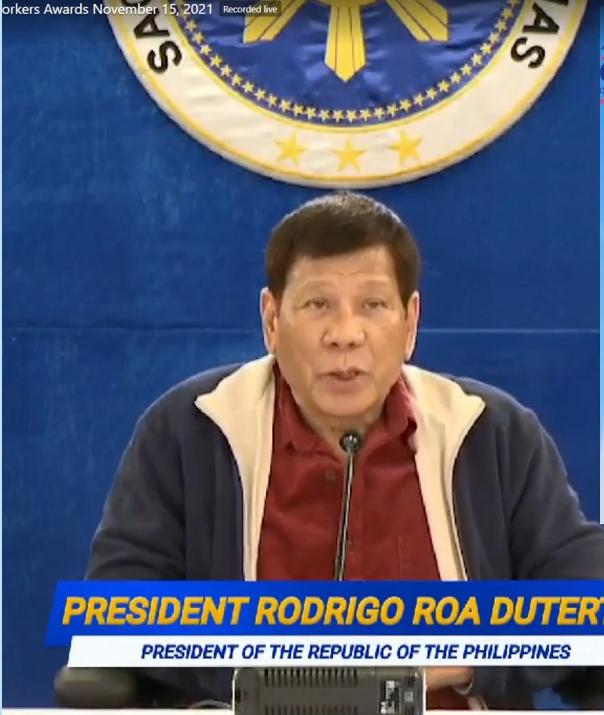
The 2020 winners of the Presidential *Lingkod Bayan* Award are all groups. These are the Carrageenan Plant Growth Promoter Team of the Philippine Nuclear Research Institute; Bayawan Aquaculture Team of the City Government of Bayawan, Negros Oriental; and National Retail Payment System

**ALICIA DELA ROSA-BALA**

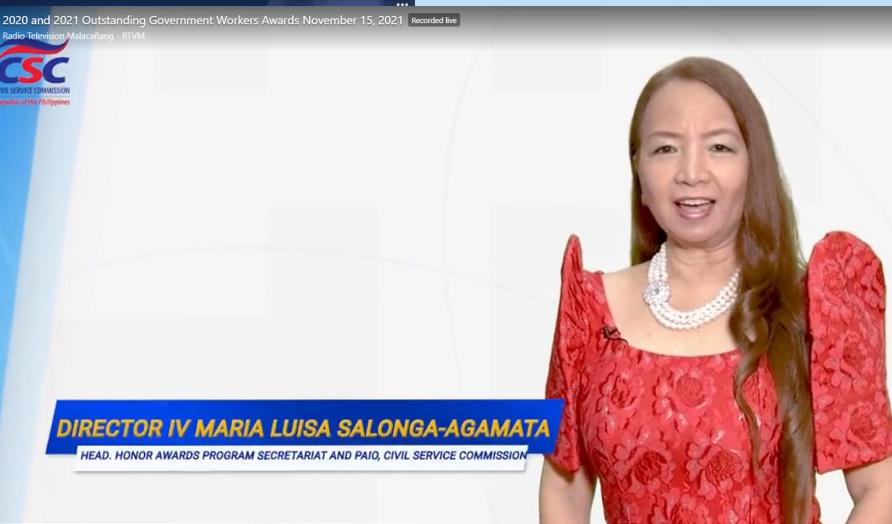
CHAIRPERSON, CIVIL SERVICE COMMISSION

**AILEEN LOURDES A. LIZADA**

COMMISSIONER, CIVIL SERVICE COMMISSION

**PRESIDENT RODRIGO ROA DUTERTE**

PRESIDENT OF THE REPUBLIC OF THE PHILIPPINES

**DIRECTOR IV MARIA LUISA SALONGA-AGAMATA**

HEAD, HONOR AWARDS PROGRAM SECRETARIAT AND PAIG, CIVIL SERVICE COMMISSION

CSC Chairperson Alicia dela Rosa-Bala and Commissioner Aileen Lourdes A. Lizada congratulate the 2020 and 2021 Outstanding Government Workers during the Virtual Awards Rites last 15 November 2021.

Head of Honor Awards Program Secretariat Director IV Maria Luisa Salonga-Agamata hosts the first ever Virtual Awards Rites for the Search for Outstanding Government Workers aired last 15 November 2021 via the Radio Television Malacañang's Facebook page and YouTube channel, with simultaneous broadcast on PTV4.



President Rodrigo Roa Duterte congratulates the winners of the 2020 and 2021 Search for Outstanding Government Workers and urges other public servants to also make outstanding contributions.

(NRPS) Core Team of the Bangko Sentral ng Pilipinas.

The NRPS Core Team was recognized for creating a platform that allowed interoperability of all payment systems, resulting to better services for consumers. It spurred the use of payment platforms such as PESONet and InstaPay, which hastened migration to online payments and provided wider financial inclusion for its digital-enabled system.

Meanwhile, the 2021 recipients of the Presidential *Lingkod Bayan* are University Researcher II/Scientist I Nelly Siababa Aggangan of the National Institute of Molecular Biology and Biotechnology, University of the Philippines Los Baños; Deputy Executive Director IV Flordeliza Hidalgo Bordey of the Philippine Rice Research Institute; Director III Rey Mancera Cueva of the Technical Education and Skills Development Authority- Agusan del Norte Provincial Office; Police Chief PGEN Guillermo Lorenzo Tolentino Eleazar of the Philippine National Police; Agricultural Center Chief II/Scientist I Angel Balisi Encarnacion of the Department of Agriculture's Bureau of

Fisheries and Aquatic Resources-Tuguegarao City, Cagayan; Director IV Dr. Gerardo Dizon Legaspi of the University of the Philippines Manila-Philippine General Hospital; Executive Director IV Dr. Rose Marie Rosete Liqueste of the National Kidney and Transplant Institute, Quezon City; the Hope Behind Bars Project of the Bataan Peninsula State University; and the Outpatient Drug Treatment and Rehabilitation Center of the Baguio General Hospital and Medical Center.

OUTSTANDING CONTRIBUTIONS

The CSC *Pagasa* awardees for 2020 are composed of the End Hunger Program Team of the Provincial Government of Davao de Oro; the Medical Social Welfare Department of Baguio General Hospital and Medical Center; Principal I Jesus Catigan Insilada of Canning National High School in Lambunao, Iloilo; and Local Disaster Risk Reduction and Management Officer IV Gerard Marta Lavadia of Tagbilaran City, Bohol.

The End Hunger Program Team of the Provincial Government

of Davao de Oro was cited for adopting an effective approach to end malnutrition and undernutrition, achieving the highest average rehabilitation rate at 90.69% and exceeding the nationwide target of 70% set by the Department of Education (DepEd).

Completing the list are 2021 CSC *Pagasa* awardees: Professor VI Ambrose Hans Guiyab Aggabao of Isabela State University; Supervising Science Research Specialist/Scientist I Dr. Ester Battad Flores of the Philippine Carabao Center; Supervising Tourism Operations Officer Carmel Bonifacio Garcia of the Provincial Government of Catanduanes; Master Teacher I Hadjuria Cornelio Gonzales of Tagabakid Elementary School in Mati City, Davao Oriental; the COVID-19 Crisis Management Team of National Kidney and Transplant Institute; Jobscouts: Pathfinders of Employment Opportunities of the City Government of Tagum, Davao del Norte; and Technology Commercialization Team of the Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development,

Department of Science and Technology, Los Baños, Laguna.

EXEMPLARY ETHICAL BEHAVIOR

The recipients of the 2020 *Dangal ng Bayan* Award are Principal III Jeremy Atun Cruz of Pagasa National High School in Legazpi City; Teacher I Jeffrey Galera Dimalig of Mate Elementary School, Tayabas, Quezon; Principal I Gregorio Apues Legal of Mary Perpetua E. Briosso National High School, Masbate City; Administrative Aide I Dennis Llanes Suero of the Schools Division Office of DepEd, Vigan City; Medical Specialist III Dr. Elizabeth Jaravata Batino of Baguio General Hospital and Medical Center; Daycare Worker Dina Entendez Diaz of the Local Government of Surigao City; Master Teacher I Edgar Tolentino Elago of Jagupit National High School in Agusan del Norte; and Administrative Aide IV Benito Ronato Ong of the Commission on Audit.

Meanwhile, the 2021 *Dangal ng Bayan* awardees are Administrative

Aide I John Laumoc Alcazarin of the Municipal Government of Numancia, Aklan; Administrative Aide VI Anthony Durante Atas of Commission on Audit-Regional Office I, San Fernando City, La Union; Medical Technologist I Lucia Jacinta Santiago Benter of the Municipal Government of La Trinidad, Benguet; Instructor I Don Sean Arvie Valenzuela Buencamino of Aurora State College of Technology in Baler, Aurora; Master Teacher I Ma. Theresa Hermoso Criste of DepEd-Schools Division of Cavite; Medical Specialist III Dr. Jose Jonas Diño del Rosario of the University of the Philippines-Philippine General Hospital; Teacher II Sherwyne Tubal Manlangit of Cagraray Elementary School in Bato, Catanduanes; Administrative Aide III Aquilino Ronquillo Mapili Jr. of the Municipal Government of San Jose, Occidental Mindoro; Education Program Specialist II Markson Bosquillos Mejia of DepEd-Schools Division of Sorsogon City; and Head Teacher III Anayn Climaco Perez of Dina-ut Elementary School in Altavas, Aklan.

2020 *Dangal ng Bayan* awardee Dr. Elizabeth Jaravata Batino, Head of the Women and Children Protection Unit of the Baguio General Hospital and Medical Center, created a safe haven for women and children who are victims of violence and abuse by providing essential bio-medical, psychosocial, and legal assistance to facilitate recovery from trauma and stigma. Her resourcefulness enabled the WCPU to provide comprehensive services which include 24/7 availability of medical social welfare assistance, ready to use rape kit, and a full-time detail of a police officer.

The annual Search for Outstanding Government Workers is administered by the Civil Service Commission's Honor Awards Program (HAP). For more information on the Search and the awardees, contact the HAP Secretariat, Public Assistance and Information Office through email address: hapsecretariat@csc.gov.ph; Contact Center ng Bayan email address: email@contactcenterngbayan.gov.ph; and via the CSC Facebook page. •

2020 & 2021 PRESIDENTIAL LINGKOD BAYAN AWARDEES

2020 DANGAL NG BAYAN AWARDEES



BAYAWAN AQUACULTURE TEAM

City Government of Bayawan
Bayawan City, Negros Oriental

Faith A. Napigkit, team leader
Ricky G. Abayon, Rolly H. Alson, Jr., and
Ronaldo T. Rusiana, Members

For the immense impact of the Team's initiatives in food security, poverty alleviation, strengthening economic activities thru aquaculture, environmental sustainability, and women empowerment in Negros Oriental, destination. They converted the Danapa Aquaculture Facility into an income-generating venture to produce tilapia fry and fingerlings thus ensuring adequate fish supply for Bayawan City and neighboring municipalities.



CARRAGEENAN PLANT GROWTH PROMOTER TEAM

Philippine Nuclear Research Institute
Department of Science and Technology
Diliman, Quezon City

Lucille V. Abad, team leader
Gil L. Magsino, Fernando B. Aurigue, Patrick Jay E. Cabalar,
and Francis Cyril C. Valdez, Members

For the Team's breakthrough discovery of the Carrageenan Plant Growth Promoter (CPGP) formulation and the development of the technology to produce it on a commercial scale. Extracted from seaweed, the CPGP can increase crop yield by 15-20% and improve crop resistance to adverse weather conditions, translating to additional income for Filipino rice farmers.



NATIONAL RETAIL PAYMENT SYSTEM CORE TEAM

Bangko Sentral ng Pilipinas
Malate, Manila

Jay M. Dizon, team leader
Anna Lissa T. Racines, Rose M. Mesina-Romero, German S.
Constantino Jr., Members

For the implementation of the National Retail Payment System (NRPS), widely recognized as a gamechanger because of its benefits to the country's financial ecosystem. The NRPS framework allowed interoperability of all payment platforms such as PESONet and InstaPay which hastening migration to online payments and boosting financial inclusion in the digital-enabled system.



NELLY SIABABA AGGANGAN

University Researcher II/Scientist I
National Institute of Molecular Biology and Biotechnology
University of the Philippines Los Baños
Laguna

For her commitment in promoting biodiversity, developing significant technologies and breakthrough agricultural projects on biofertilizers and mycorrhizal inoculants which increased tolerance of plants to stress such as drought, high temperature and heavy metals. She developed soil-based biofertilizers for fruit trees, agricultural crops, reforestation species and ornamentals which enhanced absorption of water and nutrients, improved soil properties, increased yield, and is highly applicable in organic farming.



FLORDELIZA HIDALGO BORDEY

Deputy Executive Director IV
Philippine Rice Research Institute
Science City of Munoz
Nueva Ecija

For having improved the competitiveness and income of Filipino rice farmers through efficient and effective stewardship of the Rice Competitiveness Enhancement Fund (RCEF). Under her lead, more than five million bags of certified seeds were distributed to over two million farmers in 57 provinces nationwide, which contributed immensely to achieving record-high palay output at almost 19.3 million tons in 2020 and 2021 thus secured the country's rice supply.



REY MANCERA CUEVA

Director III
Technical Education and Skills Development Authority
Agusan del Norte Provincial Office
Butuan City, Agusan del Norte

For his immense contribution in alleviating the plight of the rural poor in the province of Agusan del Norte. He conscientiously made sure that the presence and support of the government is felt in peace-challenged villages by offering training and livelihood programs, enhancing food security through farm schools, introducing first-aid and basic life-support modules, and promoting employment through the setting-up of agri-tourism villages.



PGEN GUILLERMO LORENZO TOLENTINO ELEAZAR

Chief
Philippine National Police
Camp Crame, Quezon City

For his significant contribution in upgrading crime prevention capability. He championed the setting-up of the Integrated Command and Control Center (IC3) of the Anti-Cyber Crime Team which enhanced the communication system used in crime surveillance, prevention and solution, central emergency response, and data and information transmission to all police stations and operating units. =



ANGEL BALISI ENCARNACION

Agricultural Center Chief II/Scientist I
Bureau of Fisheries and Aquatic Resources
Department of Agriculture
Tuguegarao, Cagayan

For institutionalizing improvements in the fisheries sector through the design of post-harvest facilities that comply with industry standards, follow food safety rules and reduce income loss of fisher folk. Despite budget limitations, he persevered and conducted research on alternative technologies and livelihood opportunities that include processing of seaweeds into noodles and chips, production of smoked eel and processing of oyster mushroom powder.



Dr. GERARDO DIZON LEGASPI

Director IV
Philippine General Hospital
University of the Philippines Manila
Ermita, Manila

For charting and carrying out a visionary course for the Philippine General Hospital as a premier institution for medical service, training and research. His leadership and response to the pandemic is unparalleled as he remained at the frontline with PGH's Crisis Team in protecting the welfare of medical and non-medical staff, delivering the highest level of service to reassure the public of the hospital's unwavering commitment to quality care and to increase public confidence in vaccines.



DR. ROSE MARIE ROSETE LIQUETE

Executive Director IV
National Kidney and Transplant Institute
Diliman, Quezon City

For providing hope and helping patients with end-stage organ failure regain quality of life through transplantation.

As the first Filipino woman transplant surgeon, she pushed for the creation of satellite kidney centers in government and private hospitals and worked for the inclusion of transplantation and dialysis services in the country's health insurance package to make renal care more affordable.



HOPE BEHIND BARS PROJECT

Bataan Peninsula State University
City of Balanga, Bataan

Bernadeth B. Gabor, team leader
John Robert S. Garcia, Joanne R. Lobrino, and Nomer N. Varua

For their display of compassion in action and for bringing hope to People Deprived of Liberty (PDL). The group's in-prison skills development program gave the PDL purpose and direction as they were able to finish technical and vocational courses, engage in micro-entrepreneurship activities and be productive individuals even if behind bars. Jail Management and Penology to replicate it in other jail facilities.



OUTPATIENT DRUG TREATMENT AND REHABILITATION CENTER (ODTRC)

Baguio General Hospital and Medical Center
Baguio City

Dr. Clarette Rosario Pano-Dy, team leader
Jayvee O. Moltio, and Herwin C. Siong

For its diligence and commitment in waging the war against drugs through the efficient operation of an outpatient drug treatment facility, adopting a whole-of-government approach in pursuing its anti-drugs advocacy. The facility has assessed thousands of drug dependents on the severity of their substance dependence and provided them with appropriate interventions.



Dr. ELIZABETH JARAVATA BATINO

Medical Specialist III
Head, Women and Children Protection Unit
Baguio General Hospital and Medical Center
Baguio City

For creating a safe haven for women and children victims of violence and abuse. Her resourcefulness has enabled the hospital to provide 24/7 essential bio-medical, psychosocial, and legal assistance which facilitated recovery from trauma and stigma.



JEREMY ATUN CRUZ

Principal III
Pagasa National High School
Department of Education
Rawis, Legazpi City

For his innovative approaches in inculcating appreciation of education not only to students and parents but to the entire community. He initiated *Libro at Iba Pang Babasahin* or LAB sa Barangay community libraries; Helping Less Privileged Students or HELPS which provided cash allowances to students belonging to the poorest of the poor; and *Bike Mo, Pagasa Ko*, which provided bicycles to students so that transportation will no longer be an excuse for not going to school.



DINA ENTEDEZ DIAZ

Day Care Worker
Canlanipa Day Care Center
City Government of Surigao
Surigao del Norte

For her commitment to public interest as shown in her efforts to make the Canlanipa Model Child Development Center a showcase for early childhood learning and community-stakeholder engagement. She worked for the center's accreditation and recognition as the ideal child development center among Surigao City's 92 barangays.



JEFFREY GALERA DIMAILIG

Teacher I
Mate Elementary School
Department of Education
Tayabas City, Quezon

For his commitment in performing his task as a teacher assigned in far-flung areas. He has to trek for seven hours to reach his first school assignment, Busal Elementary School (BES), providing customized learning and addressing communication difficulties to improve literacy and reduce drop-out rates.



EDGAR TOLENTINO ELAGO

Master Teacher I
Jagupit National High School
Department of Education
Santiago, Agusan del Norte

For his creativity and innovativeness in creating an engaging, interactive and supportive learning environment for the Mamanwa and Manobo tribes. He introduced a culture-based approach in the implementation of projects geared toward giving the members of the Indigenous People equal opportunity to advance themselves through proper education



GREGORIO APUES LEGAL

Principal I
Mary Perpetua E. Brioso National High School
Department of Education
Masbate City, Masbate

For his display of commitment, responsiveness which inspired people to support proactive efforts in community. He ensured quality education for students of Mary Perpetua Brioso National High School through the Shared Accountability and Governance in Education (SAGE) program where he partnered with stakeholders.



BENITO RONATO ONG

Administrative Aide IV
Commission on Audit
Diliman, Quezon City

For his responsiveness and dedication, rendering services even during work suspensions, calamities and public health emergencies. He put into place a cost-effective means of communication among offices through Voice over Internet Protocol or VoIP which generated more than PHP500,000 worth of savings from long distance calls.



DENNIS LLANES SUERO

Administrative Aide I
Schools Division Office Vigan City
Department of Education
Vigan City, Ilocos Sur

For his commitment to service, performing various tasks with equal dedication. A jack-of-all-trades, he puts value on his work and on being of service to his superiors and co-workers providing plumbing, masonry, carpentry, electrical work, procurement, and machine operation.

DANGAL NG BAYAN AWARDEES

2020 & 2021 CSC PAGASA AWARDEES



JOHN LAUMOC ALCAZARIN
Administrative Aide I (Utility Worker I)
Municipal Government of Numancia
Aklan

For his display of pagkabaeka, an Akeanon word which means compassion in the discharge of his duties in protecting marine life. He initiated the establishment of the Numancia Agri-Fishery Conservation and Protection Unit to monitor aquatic resources, coastal areas, and shorelines; record species; identify protected areas for organisms and species to ensure continuous reproduction; and engage conservation groups and scientists for the preservation of aquatic life.



ANTHONY DURANTE ATAS
Administrative Aide VI
Commission on Audit Regional Office I
San Fernando City, La Union

For exemplifying commitment to public service, efficiently performing varied roles and tasks over and beyond his post as Administrative Aide VI: repair and maintenance of office equipment and facilities, carpentry, plumbing, painting, driving, landscaping, electrical works, completion construction projects. With his multiple skills, COA Regional Office 1 was able save substantial amount on labor costs.



LUCIA JACINTA SANTIAGO BENTER
Medical Technologist I
Municipal Government of La Trinidad
Benguet

For her responsiveness to the people of La Trinidad during the COVID-19 pandemic, ensuring that the infection is well-managed and spread of the virus averted with the extensive swabbing and contact tracing activities she led. As the lone medical technologist of the municipality, she renders laboratory services, working extra hours and days without additional compensation.



DON SEAN ARVIE VALENZUELA BUENCAMINO
Instructor I
Aurora State College of Technology
Baler, Aurora

For his perseverance in developing information systems which greatly contributed to the efficiency in the delivery of services of ASCOT as an educational institution, generating savings in millions of pesos for the government. These systems include the ASCOT Human Resource Information System, Online Entrance Examination System, Certificate Management System, and Virtual Accreditation System.



MA. THERESA HERMOSO CRISTE
Master Teacher I
Department of Education- Schools Division of Cavite
Trece Martires City, Cavite

For her exemplary performance and immense contribution to the Alternative Learning System (ALS) in the delivery of quality basic education for out-of-school children, youth, and adults. She pioneered projects such as the Municipal Summit, Mushroom Metamorphosis Garden, Barangay Radio Station, which actively engaged stakeholders and contributed to the betterment of the school and the community.



Dr. JOSE JONAS DIÑO DEL ROSARIO
Medical Specialist III
Philippine General Hospital
University of the Philippines Manila
Ermita, Manila

For being a quintessential servant-leader who revolutionized the practice and training of pediatric cardiology with pioneering interventional cardiac procedures which became a standard of care in the country. He introduced the non-surgical transcatheter treatment of congenital heart disease, allowing every Filipino, regardless of economic status, to avail of the procedure



SHERWYNE TUBAL MANLANGIT
Teacher II
Cagraray Elementary School
Department of Education
Bato, Catanduanes

For the display of creativity to instill the love of learning to his students. Through innovative strategies as a mobile teacher, her served the farthest barangays of Caramoran which posted a notable number of dropouts due to the school's inaccessibility, and encouraged students to go back to the classroom.



AQUILINO RONQUILLO MAPILI JR.
Administrative Aide III
Municipal Government of San Jose
Occidental Mindoro

For his perseverance and indomitable spirit in the delivery of civil registry services to the geographically isolated and disadvantaged areas in the municipality of San Jose. Unmindful of his personal disability, he initiated the Mobile Civil Registration System (MCRS) wherein Municipal Civil Registry staff went to remote areas, including those occupied by Indigenous People.



MARKSON BOSQUILLOS MEJIA
Education Program Specialist II
Department of Education-Schools Division
of Sorsogon City
Sorsogon

For resolutely carrying out ingenious ways to stir interest in Mathematics and for developing evidence-based educational innovations designed to improve numeracy and math literacy skills. Using gamification, digital exercises, math games and puzzles, strategic interventions such as the math facebook e-classroom and other practical application of arithmetic among students, he helped improve the rating of zero/non-numerates in the Division of Sorsogon City for five consecutive years.



ANALYN CLIMACO PEREZ
Head Teacher III
Dina-ut Elementary School
Department of Education
Altavas, Aklan

For going beyond teaching in the four walls of the classroom, extending assistance to learners, their parents, and the community. She pushed for the conversion of the Dina-ut Primary to an elementary school, ensuring that all requirements are met - availability of classrooms, sufficient enrollees from kindergarten to Grade 6, and teaching staff.



JESUS CATIGAN INSILADA
Principal I
Caninguan National High School
Department of Education
Lambunao, Iloilo

For promoting diversity and inclusivity through a culture-based education system, integrating the beliefs, practices, and spirituality of indigenous people (IP) in the schools lessons and teachings. His Pagdungaw Program addressed the problem of high dropout rate among IP students involving parents and guardians in monitoring student attendance and performance.



GERARD MARTA LAVADIA
Local Disaster Risk Reduction and Management Officer IV
City Government of Tagbilaran
Tagbilaran City, Bohol

For his innovativeness in implementing disaster risk reduction and management programs. He designed and put in place an interactive, automated, and integrated early warning system reinforced with emergency responder capabilities, modernized equipment, and updated geological and hazard maps for all kinds of emergency situations such as earthquakes, storm surges, landslides, and tsunami.



END HUNGER PROGRAM TEAM
Provincial Government of Davao de Oro
Nabunturan, Davao de Oro

Virgilia S. Allones, team leader
Arturo T. Uy, Arceli A. Timogtimog, and Mark Vincent B. Tenio

For its dedication in implementing the provincial government's food and nutrition program. Through its boundless efforts, the End Hunger Program Team has fed 25,373 undernourished school children of which 23,012 have been rehabilitated.



MEDICAL SOCIAL WELFARE DEPARTMENT
Baguio General Hospital and Medical Center
Baguio City

Nora B. Mangusan, team leader
Lorna M. Bagawi, Apryl Gretchen P. Cofin, Lina W. Pascaden, and Rhea S. Tabor

For the team's comprehensive social work services towards optimal recovery. Its holistic services, which include psychosocial assessment and counselling, and emotional and mental support helped patients maintain, attain, and regain their ability to function socially.



AMBROSE HANS GUIYAB AGGABAO
Professor VI
Isabela State University
Cabagan, Isabela

For his contribution in strengthening ISU's stature as a research hub by setting up centers on forest product innovation, environment and biodiversity, competency-based certification and technical education. Through his efforts, the Learning Exchange Program of the Singapore Polytechnic was brought to the ISU, expanding training opportunities for its students.



Dr. ESTER BATTAD FLORES
Supervising Science Research Specialist/Scientist I
Philippine Carabao Center
Department of Agriculture
Science City of Muñoz, Nueva Ecija

For her significant contributions in the National Genetic Improvement Program (GIP) of Philippine riverine and swamp buffaloes. She spearheaded the establishment and implementation of a structured breeding program, establishment of a molecular genetic laboratory, and development of a genetic evaluation model for estimation of genetic parameters and breeding values.



CARMEL BONIFACIO GARCIA
Supervising Tourism Operations Officer
Provincial Government of Catanduanes
Virac, Catanduanes

For her noble and creative ideas that helped boost the tourism industry of Catanduanes. She collaborated with different government agencies to improve access to tourist attractions, increase the number of accredited accommodations and develop water activities to make the island attractive to tourists.



HADJURIA CORNELIO GONZALES
Master Teacher I
Tagabakid Elementary School
Department of Education
Mati City, Davao Oriental

For her significant role in giving due dignity to the Kagan Tribe with the establishment of the Kagan Tribal Council which fought to be recognized by the National Commission on Indigenous People as an indigenous group. She is also instrumental in the social awakening of the Kagan people with her initiatives on gender equality and women empowerment, youth training and development, and livelihood generation.



COVID-19 CRISIS MANAGEMENT TEAM
National Kidney and Transplant Institute
Diliman, Quezon City

Dr. Romina A. Danguilan, team leader
Nerissa M. Gerial, Dr. Joseph Michael A. Jaro, and Dr. Glenda Eleanor P. Pamugas

For the team's proactive and innovative response to COVID-19 through the crafting of NKTI's COVID-19 Manual of Operations which laid down necessary guidelines in the screening, diagnosis, and treatment of infected patients. The team is also credited for administering hemoperfusion (HP) as treatment for patients with severe to critical COVID-19.



JOBSCOUTS: PATHFINDERS OF EMPLOYMENT OPPORTUNITIES
City Government of Tagum
Davao del Norte

Roy V. Martinez, team leader
Gregoria L. Ugay, Girly M. Vista, Jessa Mae A. Sarona, and Quiverlie M. Barrientos

For bridging the employment gap by providing needed guidance to job seekers through the Career Employability Skills and Assessment Test, career and employment coaching, and maintaining the Barangay Education and Employment Desk. With these interventions, placement rate of Tagumenyos' increased from 75.84% in 2017 to 98.05% and 95.20% in 2018 and 2019, respectively. Even with the continuing COVID-19 pandemic, the group was able to place 81.79% of the applicants in 2020.



TECHNOLOGY COMMERCIALIZATION TEAM
Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development
Department of Science and Technology
Los Baños, Laguna

Noel A. Catibog, team leader
Reynaldo V. Ebor, Abigail F. Gueco, Lucy A. Lastimosa, and Mae A. Dagaas

For significantly improving the knowledge management ecosystem of the country's agriculture, aquatic, and natural resources sector thru technology transfer activities to higher education institutions, research and development facilities, and learning and development organizations. The team's efforts in innovation management jump started knowledge and technology transfer which is key to advancing the welfare of farmers, fisher folk, and small-scale entrepreneurs.



EXECUTIVE LETTER

BEYOND THE PANDEMIC: Reexamining, Reimagining, Retooling, Refounding, and Reenergizing Public Administration and Governance*

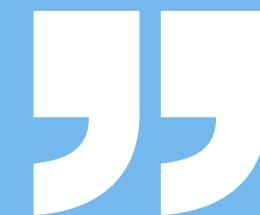
I would like to thank the PSPA for coming up with this year's theme, Beyond the Pandemic: Reexamining, Reimagining, Retooling, Refounding, and Reenergizing Public Administration and Governance. There could not be a more suitable time than this pandemic for the Philippine government to undergo all these processes. This pandemic exposed the strengths and weaknesses of the government, making us realize what needs to be developed,

changed, or completely eradicated for us to move forward and thrive in this so-called new normal.

The Philippine Civil Service Commission (CSC) underwent its own transformation journey since the start of the pandemic. Like other organizations here and abroad, the health crisis forced us to cope with unprecedented challenges in the workplace and turned the spotlight on governance and human resource issues that may have been overlooked or taken

for granted in the past. Day by day, the CSC adapted to these new ways of working. And now, we are facing the reality that more people are being vaccinated, which means that more people will soon be going back to the office. As the central human resource or HR agency of the Philippine government, the CSC is on a mission to help the civil service prepare for this transition and for even greater changes in the workplace that a post-pandemic world could bring.

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CSC'S RESPONSE TO THE COVID-19 PANDEMIC

We have often heard of the term VUCA—which stands for Volatility, Uncertainty, Complexity, and Ambiguity—used to describe the situation of constant, unpredictable change that is being experienced in business and the whole of society. Management experts say that one of the attributes needed by organizations to effectively function amid this environment is agility—the ability to think, understand, and move quickly and easily in response to change. Supporting the whole-of-government approach to managing this pandemic, the CSC moved quickly to revisit and revise HR policies for the bureaucracy, with the end to ensure public service continuity without compromising the health, safety, and general welfare of our civil servants.

ALTERNATIVE WORK ARRANGEMENTS

Among the most notable policies developed are the interim guidelines on the adoption of alternative work arrangements in government (Reference: CSC MC 18, s. 2020). Never has the country found itself in a situation where majority of civil servants were not permitted to physically go to work, which is why the CSC had to provide options on alternative work arrangements that government offices may adopt, as well as rules on provision of adequate support mechanisms for government workers.

Government agencies may adopt any or a combination of the following alternative work arrangements:



CSC Memorandum Circular No. 10, s. 2020

*CSC Chairperson Alicia dela Rosa-Bala spoke during the 2021 Philippine Society for Public Administration Virtual International Conference themed "Beyond the Pandemic: Reexamining, Reimagining, Retooling, Refounding, and Reenergizing Public Administration and Governance" last 23 October 2021 via Zoom.

Government agencies may arrange work-from-home setup, skeleton workforce, four-day compressed workweek, work shifting or staggered working hours, or a combination of these depending on the applicability to the prevailing community quarantine level in their area. They are also required to conduct disinfection and decontamination activities,

perform health status check among employees, and modify workplace layout to ensure observance of physical distancing requirements.

Offices are directed to implement minimum health standards at all times such as wearing of face masks, face shields, and other appropriate personal protective equipment (PPE), taking of body temperature,

and setup of sanitation stations. Moreover, support mechanisms such as health and psychosocial interventions, appropriate PPEs, and reasonable transportation facilities and housing quarters should be made available to government workers, subject to budgeting, accounting, and auditing rules and regulations.

Reassignment, Detail, Transfer, Designation

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 ECQ and MECQ due to the COVID-19 pandemic.



INTERIM GUIDELINES ON APPOINTMENTS AND OTHER HR ACTIONS

Moreover, the CSC issued interim guidelines on appointments and other HR actions that allow reassignment, detail, transfer, and designation to augment human resources involved in addressing the COVID-19 pandemic. (Reference: CSC MC 14, s. 2020)

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. 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.

LEAVE BENEFITS FOR AFFECTED CIVIL SERVANTS

In view of the increasing number of infections in the civil service in 2020, the CSC also issued guidelines on the use of leave credits for absences due to quarantine or treatment for COVID-19 (Reference: CSC MC 8, s. 2020). The policy provides the different categories of public

officials and employees who may be required to undergo 14-day quarantine and/or treatment due to COVID-19, the applicable leave of absence, as well as the procedure to be followed upon return to work. Aside from this, the CSC recognized that some employees may be unable to report for work due to the suspension of public transportation, lockdown conditions, or lack of agency support mechanisms during

the implementation of community quarantines. Thus, we issued a policy wherein these absences may be treated as excused absence or vacation or sick leave. (Reference: CSC MC 23, s. 2020)

EMPLOYEE WELFARE

During a time of crisis, looking after the welfare of civil servants should not be relegated to the back seat.

When employees feel safe and secure at the workplace, they can focus more on performance and are able to support others who need help coping.

Even before COVID-19 became a national health emergency, the CSC had started developing a policy to promote mental health in the public sector (Reference: CSC MC 4, s. 2020). In February 2020, we issued the memorandum directing agencies to establish a Mental Health Program or MHP that will promote mental health in the workplace and address stigma and discrimination endured by people with mental health conditions. The said policy provides a model Agency MHP that agencies may use or customize based on their unique needs or requirements, provided that the stated components in the guidelines are present.

Joint Circular No. 1, s. 2020 issued by the CSC with the Department of Health and the Department of Labor and Employment requires all government agencies to develop and implement an occupational safety and health or OSH program to protect government employees from the dangers of injury, sickness, or death in the workplace.

The policy provides a comprehensive list of reasonable working conditions. Workplace standards that agencies must comply with 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 design, construction, and maintenance; and provision of OSH Standard-compliant personal protective equipment and devices.

DIGITAL REFORMS

We have also used the crisis as an opportunity to modernize HR processes.

We have relaxed traditional procedures and allowed use of digital tools for recruitment and selection and processing of appointments, ensuring continuity in personnel movements despite the pandemic (Reference: CSC MC 14, s. 2020). Guidelines were issued to allow online oath taking, filing, and submission of the Statement of Assets, Liabilities, and Net Worth of government employees (Reference: CSC MC 6, s. 2021).

And just a few months ago, we also promulgated guidelines on the use of a videoconferencing platform for hearings and pre-hearing conferences before the CSC and its regional offices (Reference: CSC Resolution No. 2100420). The move would allow speedy disposition of administrative cases despite the pandemic crisis situation. The guidelines provide technical and operational standards to ensure that the proceedings in the virtual pre-hearing conferences and hearings would closely resemble in-person proceedings, including maintaining fairness, order, and confidentiality.

CSC'S PUBLIC SERVICE CONTINUITY PLAN

While we have little control of when and where disasters or emergencies would occur, we can definitely prepare for them. Having an all-hazard continuity plan would allow agencies to provide uninterrupted



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The CSC issued a policy on digital learning and development, which formally recognizes trainings acquired by employees through synchronous and asynchronous digital learning modes (Reference: CSC MC 3, s. 2021).

frontline services, identify and prioritize interventions to quickly respond to urgent needs, manage crisis situations, and mitigate their impact. Pursuant to the National Disaster Risk Reduction and Management Council Memorandum No. 33 s. 2018, government agencies are enjoined to develop their own Public Service Continuity Plan or PSCP.

The CSC formulated its own PSCP, which will serve as a guide for both officials and employees on the necessary actions to be taken to ensure immediate restoration and continuation of operations amid any disaster or emergency. Formulating the plan involved identification of mission-essential functions, or those that the CSC needs to perform as part of its core mandate and are considered vital even during calamities, disasters, or work disruptions; mission-deferrable functions, or those that are part of the core functions of the CSC but may not be necessarily considered

Having an all-hazard continuity plan would allow agencies to provide uninterrupted frontline services, identify and prioritize interventions to quickly respond to urgent needs, manage crisis situations, and mitigate their impact.



vital or urgent; support-essential functions, or support services that shall restore and sustain operations needed to enable CSC to serve the vital needs of its client agencies; and support-deferrable functions, or those that can be temporarily discontinued.

The plan highlights eight (8) strategies deemed vital in ensuring smooth public service continuity. These include crisis communication, succession procedures, adoption of flexible work arrangements, online processing of services, manual work-around protocols in case internet connectivity gets disrupted, re-deployment of personnel, realignment of budgets and resources, and identification and setup of relocation facilities.

BEYOND THE PANDEMIC

CSC's response was not only to be agile during the crisis, but to get ready for the future as well. A pandemic will not be the only crisis that we would encounter in our lifetime. Thus, we are looking at exceptional circumstances in the future that might disrupt our systems and procedures once again. That is why the CSC is also

thinking about the future, and how we can prepare for future disruptions today.

That is part of future-readiness. For the Philippine civil service, this will focus on honing agile and future-ready civil servants through responsive HR processes, investing on ICT initiatives and capacity development in support of digital transformation, and continuing to assess priority areas to ensure public service continuity.

PHILIPPINE TALENT MANAGEMENT STRATEGY

The government has embarked on what is called the Philippine Talent Management Strategy or PTMS, a national framework with the goal of transforming the bureaucracy into a collective of smart organizations, operated by future-ready leaders and workforce.

The CSC, as the central HR agency of the Philippine government, naturally has a huge role to play in the PTMS. We develop the human resource and organizational development policies and programs that can help government agencies improve their effectiveness and manage their employees better.

The PTMS has four objectives: (1) To build the capability of government agencies to deliver public services through effective human resource management; (2) to adopt technological solutions, particularly data analytics, automation, and digitization to make HRM processes more efficient; (3) to make HR practitioners in government agencies more capable and equipped to perform their role as a strategic partner of management and the workforce; and (4) to ensure that public service values are imbibed across the bureaucracy.

This shows a snapshot of the envisioned Future State of the Philippine Civil Service, which we hope to achieve through the Philippine Talent Management Strategy. Our goal is to build smart organizations, smart government agencies, which are agile and adaptive, efficient, and green among other qualities; operated by future ready leaders who are visionary, people-centric and techno-savvy; and a future-ready workforce that is analytic, innovative, and socially responsible. These are all underpinned by strategic HR management that prioritizes results and impact over activities, promotes innovation instead of repetitive tasks, and introduces systemic and integrated

Our goal is to build smart organizations, smart government agencies, which are agile and adaptive, efficient, and green among other qualities; operated by future ready leaders who are visionary, people-centric and techno-savvy; and a future-ready workforce that is analytic, innovative, and socially responsible.



changes instead of piecemeal actions.

The five-year action plan consists of three (3) strategies: (1) Promote shared public service values across the bureaucracy; (2) Improve HR policies, programs, and systems in the public sector; and (3) Strengthen competencies of civil servants for innovation, anticipatory planning, risk management, and emergency response.

With a civil service composed of thousands of government offices and 1.7 million government employees spread across 16 regions, the task at hand is certainly no easy feat for the CSC. Thus, a major component of the action plan is to develop the capacity of human resource management practitioners or HRMPs at the agency level. In the corporate environment and in other high-performing public sector institutions, HR is considered the strategic partner of management in ensuring that the organization attains its goals. Thus, the agency HRMPs are considered the prime movers of the PTMS, and capacitating them as an initial step would enable them to become more effective in implementing HR systems, policies, plans, and programs in their respective agencies.

INTEGRATED HUMAN RESOURCES INFORMATION SYSTEM

The CSC is also working on the adoption of an Integrated Human Resources Information System for the bureaucracy. The HR4GOV would provide support in a wide range of tasks related to HR, accounting, management, and payroll. The use of an HRIS will simplify, streamline, and lessen the processing of transactional HR processes in order to provide HR officers with more time and opportunity to focus on strategic HR. At the same time, an integrated HR Information System can make HR data readily accessible for analytics that can support informed decision making and evidence-based planning.

OTHER INITIATIVES

Aside from the PTMS and HR4GOV, the CSC is working on harmonizing all initiatives related to occupational safety and health standards, including disaster risk reduction and management, pandemic response, and mental health programs. We aim to already institutionalize flexible work arrangements and HR actions in the civil service by introducing policies that would be relevant post-pandemic. We are

already in the process of developing or acquiring IT systems that would enable us to provide digital modes of service delivery. For example, online civil service examinations would allow interested individuals to take the test anywhere, anytime. Digitizing and integrating data across all CSC offices would allow an eligible from Batangas City, for example, to obtain a copy of his or her Certification of Eligibility from any CSC Regional or Field office in the country through online application. We are also working toward further digitalization of our quasi-judicial functions.

CONCLUSION

As the Philippine civil service continuously evolves and anticipates imminent changes, it is moving forward, not just to a new but to a "better" normal. Critical civil service reforms will enable the Philippine government to be agile and innovative and move in sync with the rest of the world. •

HR SPOTLIGHT

Inclusivity, Human Rights, and the Future of Work



PAGKAKAPANTAY-PANTAY: ISULONG ANG MGA KARAPATANG PANTAO SA PANAHON NG PANDEMYA

The International Human Rights Day is observed every year on 10 December to mark the day the United Nations convened and adopted the Universal Declaration of Human Rights or UDHR in 1948. UN describes the UDHR as a "milestone document, which proclaims the inalienable rights that everyone is entitled to as a human being - regardless of race, color, religion, sex, language, political or other opinion, national or social origin, property, birth or other status."

A human rights-based approach to issues such as inequality, injustice, environment and climate change, and conflict continues to shine through from generation to generation, raising important concerns that would otherwise go unnoticed. It is posited that societies that champion human rights are resilient societies, especially during unexpected crises such as pandemics.

Human rights zeroed in on equal opportunity and social protection, fair vaccine distribution, green

and sustainable initiatives for a safe environment, and protection against discrimination during the COVID-19 pandemic.

In the Philippines, the Commission on Human Rights (CHR) is the independent constitutional body committed to deliver to protect and promote the rights and dignity of every human being in the country in accordance with universal human rights principles and standards. It envisions a just and humane Philippine society of persons equal in opportunity, living a life of

dignity, and forever vigilant against abuses and oppression.

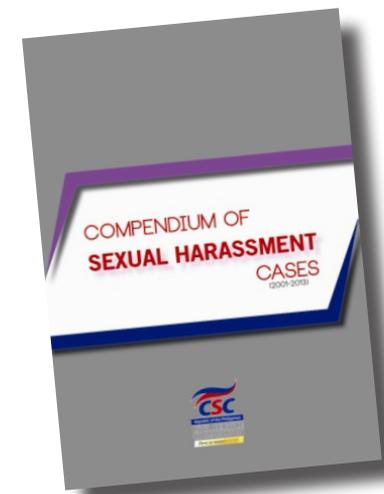
Republic Act No. 9201 declares 4-10 December of every year as the National Human Rights Consciousness Week, with the CHR Chairperson serving as the chairperson of the national committee, and the Civil Service Commission (CSC) Chairperson as the vice-chair.

In the World Report 2021, Human Rights Watch, an international non-governmental organization, reports that domestic violence has risen in the Philippines during lockdown restrictions. The number of reports received by local government units and help desks increased during lockdown periods and mass retrenchment. This trend was consistent with World Health Organization reports on the rise of violence against women and their children (VAWC) cases during the pandemic.

SAFE WORK SPACES

In the workplace, the number of sexual harassment (SH) cases does not necessarily have an increasing trend. The Civil Service Commission (CSC) received 198 cases since the adoption of its Policy on Sexual Harassment in the Workplace (CSC Resolution No. 94-2854 dated 31 May 1994), 26 of which were cases filed pursuant to Section 15 of the Rules on Administrative Cases in the Civil Service (RACCS) in 2017, to which the 2001 Administrative Rules on Sexual Harassment Cases has been integrated. In 1994, 12 cases were filed with the Commission, and by 2021, there were only 7.

Just recently, the CSC amended the 2017 RACCS to expand the



pertaining to the administrative proceedings for sexual harassment complaints where the offender is a government employee. The changes in the 2017 RACCS were primarily made to further deter sexual harassment in the public sector as well as to harmonize said rules with Republic Act No. 11313 or the Safe Spaces Act and its Implementing Rules and Regulations.

In the digital era, SH has taken on other forms and threatens to attack public and private online spaces as well. CSC's policies aim to protect the rights of women and men to safe workplaces and spaces, and provide mechanisms for defending survivors and issuing appropriate disciplinary action against perpetrators in an increasingly online world.

definition of SH. Sexual harassment offenders in government now include those who commit sexual harassment acts through text messaging or email, online, or in streets and public places, pursuant to CSC Resolution No. 2100064.

The resolution also amends certain provisions in the 2017 Rules on Administrative Cases in the Civil Service (RACCS), specifically those

The CSC has been a staunch supporter of national policies against VAWC and SH. As the central human resource



LunChat with CSC features the 18-Day Campaign to End Violence Against Women as the topic for its October 2021 episode with guests Director IV Alma Flores-Foronda of the CSC Office for Legal Affairs (left) and Ms. Nevicshky Calma of the Philippine Commission on Women (right).

management institution of the Philippine government, the CSC prioritizes employee welfare and safety through its HR policies, not only in issues of human rights violations, but also in protecting Sustainable Development Goals such as good health and well-being, gender equality, decent work and economic growth, and reduced inequalities.

Know more about the Safe Spaces Act and the CSC Resolution No. 2100064 or the Revised Administrative Disciplinary Rules on Sexual Harassment Cases by watching the discussion on LunChat with CSC October 2021 episode: <https://bit.ly/LunChatwithCSCOctober2021>

ALTERNATIVES AND FLEXIBILITY

Perhaps the most forward-pushing HR reform that came out of the pandemic was the institutionalization of alternative work arrangements or AWA nationwide.

Even before the very first community quarantine was set in place in the Philippines, the CSC has already issued guidelines on work arrangements. In the second year of implementing alternative work arrangements, government continues to enjoy flexibility in the mode of working, yet proves to be consistent in the delivery of public service.

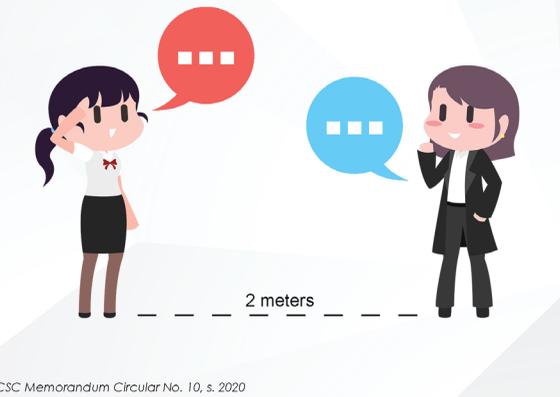
Under AWA, there is the option to work from home, or implement

skeleton workforce, four-day work week, staggered work hours, or a combination of these according to the prevailing quarantine measures or levels in place. Previously, the CSC already issued guidelines on adoption of four-day work week scheme in 2014, and revised the guidelines on flexible working hours in government in 2019. But it is only during this pandemic that government workers have experienced widespread implementation of AWA, and have seen its results. We have now proven that it is feasible and beneficial for government workers. On the other hand, this also further propelled digital transformation among agencies because it is now counter-productive not to work with technology.

AWA has also allowed many adjustments in terms of work-life integration. On the one hand, AWA has allowed family-friendly arrangements and schedule/location flexibility. On the other, both women and men had to reckon with their traditional/non-traditional roles while simultaneously taking care of the family and doing their jobs at home. A key finding of a 2019 Harvard University study on alternative work arrangements is “perhaps surprisingly given the emphasis of the benefits of flexible arrangements on work-life balance, there is no evidence that women are more likely to be in jobs with more scheduling or work location flexibility.”¹

In a survey by the Development

For alternative work arrangements that require physical presence in the office premises, physical distancing requirements should always be observed.



Academy of the Philippines² conducted in 2020, majority of the 2,756 respondents perceived themselves to be still productive while on alternative work arrangements and in spite of experiencing crisis. Aside from internet connectivity problems, lack of equipment, and perceived additional personal expenses during AWA, issues of women and men in terms of gender roles or work-life balance were not included as a dimension to be further studied. Perhaps this is another angle that should be pursued in forthcoming impact studies.

It should be noted, however, that AWA policies emphasize protection of employees with comorbidities and immunodeficiencies, pregnant women, and senior citizens.

INCLUSIVE HR

Encouraging inclusivity and diversity in the workplace is an important step in pursuing strategic HR. A well-represented government can gather varied inputs and see different perspectives compared to a largely homogenous organization.

The latest Inventory of Government Human Resource System provides a snapshot on where the Philippine

government is in terms of improving representation. In terms of gender, women make up 55.4% of the government workforce, while men make up 44.56%. There are more women (908,246) than men (689,727) in career positions. For non-career positions, there are more men (92,478) than women (64,973). While there are more women (727,135) in second level (technical/managerial) positions than men (460,726), the discrepancy in elective positions is evident, with 13,899 positions occupied by men and only 4,814 by women.

In terms of age, data show that majority of government workers are within the ages of 36 and 45—27.96% belong to the 36-45 age bracket, 26.31% belong to the 26-35 bracket, and 24.79% belong to the 46-55 bracket. The rest belong to the 56-65 age bracket (17.90%) and 18-25 bracket (3.04%).

The number of persons with disability (PWDs) in government increased slightly from 7,920 in 2019, 8,176 to 2020, and 8,203 in 2021. Indigenous peoples (IPs), on the other hand, constitute 2.4% of the total government workforce, or 42,460 out of 1,755,424.

CSC continues to champion HR policies applying the Equal Opportunity Principle and competency-based HR processes to ensure that there is no discrimination based on age, gender, sexual orientation, social class, religion, ethnicity, or disability among civil servants.

With concerted efforts among agencies in encouraging inclusivity and diversity, CSC hopes to build a well-represented government

that is able to respond to the different needs of both its workforce and its clients.

Under the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM, the CSC has incorporated inclusivity principles in HR maturity indicators to ensure competency-based HR core processes: recruitment, selection, and placement; learning and development; performance management; and rewards and recognition. These are the crucial access points through which the civil service can pursue strategic HR.

When the pandemic hit in 2020, the CSC had to quickly respond by issuing a series of HR policies that enabled the government workforce to stay safe while promoting public service continuity.

RECRUITMENT, SELECTION, AND PLACEMENT OR RSP

The core process of recruitment, selection, and placement or RSP in the Philippine civil service has evolved over the years to address emerging issues. CSC ensures that agencies adhere to the core principle of equal opportunity in recruitment and merit-based selection and placement as enshrined in the Civil Service Law and rules. The governance framework on RSP serves as basis for talent planning, sourcing and selection, and placement in government.



The CSC has also put premium on competency-based recruitment. The development of a competency-based HR is linked closely with concerns on the professionalization and de-politization of the civil service. The CSC emphasizes that security of tenure or continued stay in government service is performance-based. This ensures that no applicant for employment or promotion shall be discriminated based on gender, sexual orientation, disability, age, ethnicity, or class.

The COVID-19 pandemic, while still a crisis, brought opportunities for innovation that made our HR core process even more inclusive. For example, through CSC Memorandum Circular No. 14 or the Interim Guidelines on Appointments and Other Human Resource Actions for Period of State of Calamity, the CSC laid down the guidelines for modernizing traditional HR processes in favor of online or digital means.

¹ Mas, Alexander and Pallais, Amanda, “Alternative Work Arrangements”, accessed 29 November 2021 via https://scholar.harvard.edu/files/pallais/files/alternative_work_arrangements_01.pdf, p. 2.

² Development Academy of the Philippines, “Survey on Alternative Work Arrangements (AWA) and Its Effects on Public Sector Performance and Productivity”, accessed 29 November 2021 via coe-psp.dap.edu.ph/research-program/

Processes involved in HR actions such as the publication and posting of vacant positions; recruitment and selection process; issuance of appointments; assumption to duty; probationary period; reassignment, detail, transfer, and designation; and filling up of vacant positions resulting from promotion may be done online or digitally. This promotes the safety and wellness of HR officers as well as the applicants or candidates. This also makes it more convenient for vulnerable groups such as pregnant women, persons with disabilities, or senior citizens to continue with their duties or to go through application or promotion processes during the pandemic.

PERFORMANCE MANAGEMENT SYSTEM

The performance management system (PMS) is also a tool for keeping employees engaged, no matter where they are or what mode of work they are in.

With the introduction of alternative work arrangements for government, the CSC also emphasized the establishment of monitoring

schemes to ensure employee engagement and achievement of goals no matter the circumstances.

To ensure that public service delivery is not prejudiced during the implementation of AWA, a functioning performance management system is crucial. Through this system, monitoring, reporting, and incentives mechanisms are in place to ensure high employee engagement despite disruptions and major changes in the workplace. Since the Strategic Performance Management System links individual performance to organizational and societal goals, it helps keep employees anchored on what matters most—the value of what they are doing in relation to fulfilling these goals.

LEARNING AND DEVELOPMENT

We also issued the General Guidelines on Digital/Online Learning in the Public Sector issued earlier this year. The pandemic opened up a lot of opportunities for online learning, especially since we are no longer bound by geographical barriers. This way,

L&D focused on convenience, cost, and coverage—implementing the most cost-effective programs with the utmost convenience for participants and widest coverage to reach new audiences that we could not reach before. This promotes a more inclusive experience and allows vulnerable groups to attend webinars and earn training hours while staying safe in their own homes.

REWARDS AND RECOGNITION

The CSC also made rewards and recognition accessible even during this pandemic crisis. Most visible of the Commission’s initiatives in this area is the Annual Search for Outstanding Government Workers, which recognize those who have made exceptional contributions which benefitted their agency or the public and those who have demonstrated high ethical standards. The awards are the highest honors a government worker may receive in his or her career. The awards also knows no age, gender, sexual orientation, ethnicity, or disability. Awardees are from all levels of positions, from indigenous groups, from different fields of work—all kinds of government workers whose common achievement is outstanding contribution and behavior. This shows that diversity and inclusivity in government fuel better achievements, wider perspectives, and strategic collaboration that help us move together toward national goals.

HEALTH AND WELLNESS

While working toward public service continuity during exceptional circumstances, the CSC also puts premium on ensuring the health and safety of state workers, and on helping them achieve work-life balance in the midst of a pandemic. But even before the first enhanced community quarantine was implemented, the CSC already issued MC No. 4 or the Mental Health Program in the Public

Sector. This policy promotes over-all mental wellness and provides an inclusive, conducive, and supportive work environment for all public servants. This proved necessary to help employees cope during the new normal.

The CSC worked with Department of Health and the Department of Labor and Employment to institutionalize comprehensive occupational safety and health standards. These aim to protect all government employees from the dangers of injury, sickness, or death in the workplace through the adoption of safe and healthy working conditions to ensure the preservation of human lives and resources and prevent loss/damage of properties.

We also emphasized support mechanics during the implementation of AWA, such as health/psychosocial interventions like stress debriefing; provision of appropriate personal protective equipment (PPE) to frontline service providers and employees; reasonable transportation facilities and housing quarters whenever practicable; and other incentives.

This is part of *malasakit* or empathy-driven governance. Through these guidelines, the CSC takes care of men and women in the workforce, and establishes a safe working environment for our vulnerable employees.

Indeed, gender equality, disability, and social inclusion are key principles in building a responsive government that encourages

diversity. By considering everyone’s special and unique needs, we are able to cope with the impact of the pandemic crisis. We can be confident that we will continue to hone a competent workforce that is able to deal with fast changes, technological advancement, and evolving public service demands.

FUTURE-READINESS

As mentioned earlier, a society that champions human rights is resilient. Similarly, an inclusive civil service is future-ready.

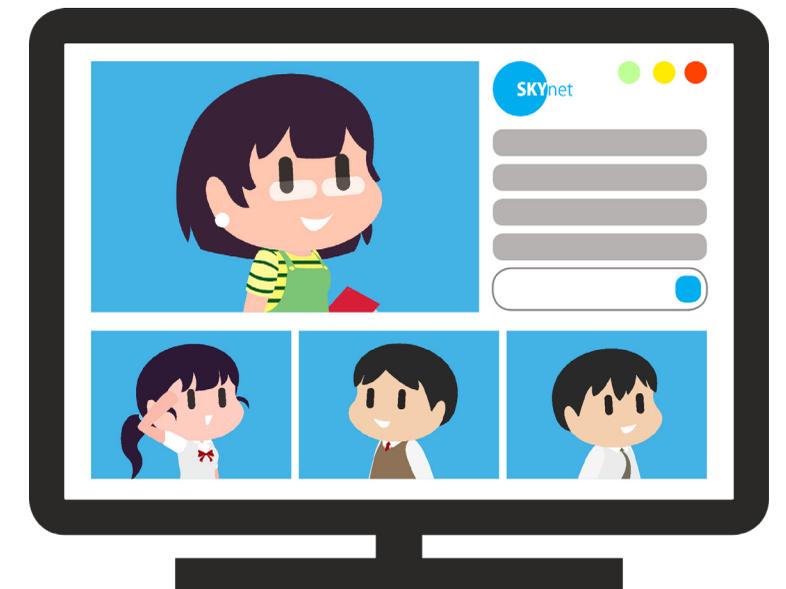
The CSC spearheads the Philippine Civil Service Anniversary celebration to commemorate the establishment of the Philippine civil service in 19 September 1900 by virtue of Public Act No. 5. This is also pursuant to Presidential Proclamation No. 1050, series of 1997 declaring the month of September as the Civil Service Month.

This year, the CSC maximized the event as a platform to promote digital transformation, introducing a 10-year theme, Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes.

Captured in this theme is the progress of the civil service’s journey toward strategic HR, and the path of recovery that it has to take to ensure public service continuity during these challenging times.

Underscored in this theme are the concepts of agility and future-readiness, which are important competencies necessary to remain relevant and responsive for years to come.

Through a post-event survey, the CSC asked around 7,000 government workers about their thoughts on the 10-year theme.



Majority, or 51.2% agreed and 42.2% strongly agreed that the theme represents or captures the situation and direction of the civil service for the next few years.

Also, 57% agreed and 32.2% strongly agreed that after learning about agility and future-readiness, they would likely adopt digital transformation initiatives and practices in their work as civil servants.

This shows that government workers are already on board and ready for digital transformation.

Fueling this momentum, the CSC has also crafted the Philippine Talent Management Strategy or PTMS framework, which aims to develop future-ready leaders who are visionary, collaborative, culturally intelligent, with strategic foresight, among others; and a future-ready workforce who are innovative and creative, tech-savvy, flexible, compassionate, among others, toward building smart organizations that are agile, strategic, forward-looking, and resilient.

The PTMS serves as a national framework for the effective management of public sector talent to enable a people-centered, technologically-enabled, efficient, and effective governance.

This strategy contributes to *Ambisyon Natin 2040's* vision of laying the foundation for inclusive growth, a high-trust and resilient society, and a globally competitive knowledge economy.

Because of the effects of the COVID-19 Pandemic, Chapter 5 of the Philippine Development Plan, which previously envisioned public offices as being "people-centered, technology-enabled, clean, efficient, effective and green" has been changed to public offices "Ensuring Responsive, People-Oriented, Technology-Enabled and Clean Governance.

The strategy specified in Chapter 5 of the PDP on which the PTMS is anchored on has been changed from "Strengthening the Civil Service" to "Developing Smart and Resilient Public Organizations and Future-Ready Public Servants.

Under the PTMS, the Envisioned Future State of the Philippine Civil Service includes:

- Smart Organizations that are engaged, motivated, performance-oriented, assertive and innovative, capacitated, and tech-savvy;
- Future-Ready Workforce that is involved and engaged; socially responsible; performance-oriented; assertive, analytic, creative and innovative; and, techno savvy;

- Future-Ready Leaders who are visionary; people-centric; connected; collaborative and culturally intelligent; analytic, creative and innovative; and, techno savvy;
- Human Resource Management Officers who are capable of transforming respective agencies/organizational units by developing HR strategies using HR analytics; engaging employees to focus on organizational strategic objectives; and, strengthening organizational culture by applying organization development principles and practices.

Global advisory and solutions company Willis Towers Watson says: "Like any culture change, creating an inclusive culture requires sustained effort that meets employees where they are, in the tasks they already do. Inclusion and diversity must be more than an HR initiative, check-the-box exercise and a lunch-and-learn topic. It must be embedded throughout the entire employee experience."³

Despite the crisis, it is an exciting and opportune time for HR to implement long lasting reforms that would change the workplace and create positive impact in the lives of government workers. HR has the ability to shape the future of work, champion employee welfare, and promote inclusivity. •



Watch Now!

This episode promotes the 18-Day Campaign to End Violence Against Women, with focus on the Safe Spaces Act and Sexual Harassment in the Workplace.

Guest : Director IV Alma Flores-Foronda
CSC Office for Legal Affairs
Ms. Nevicshky P. Calma
Philippine Commission on Women

Short URL : <https://bit.ly/LunChatwithCSCOctober2021>



Watch Now!

This episode promotes the online virtual Awards Rites for the 2020 and 2021 Search for Outstanding Government Workers, and provides an overview of the Honor Awards Program.

Guest : Director IV Maria Luisa Salonga-Agamata
CSC Public Assistance and Information Office

Short URL : <https://bit.ly/LunChatwithCSCNovember2021>



Watch Now!

This episode discusses the COMELEC-CSC Joint Advisory on Electioneering and Partisan Political Activities (COMELEC-CSC Joint Circular No. 001, s. 2016) and reminds government workers on the actions covered by and excluded from the advisory.

Guest : CSC Assistant Commissioner Ariel G. Ronquillo

Short URL : <https://bit.ly/LunChatwithCSCDecember2021>

³ Walsh, Andrea and Thumel, Alison, "Embedding inclusion and diversity into your talent management strategy," accessed 26 November 2021 via <https://www.willistowerswatson.com/en-PH/Insights/2019/04/embedding-inclusion-and-diversity-into-your-talent-management-strategy>

LINGKOD BAYAN DIARIES

AN ANTHOLOGY OF CIVIL SERVANTS' STORIES



OCTOBER

Bakit nga ba piniling maging agriculturist ni Rico Galinato? Ano ang nagtutulak sa kanya upang patuloy na tulungan ang mga Dinagatnon farmer?

Alamin sa *Lingkod Bayani Diaries* episode na ito. Kilalanin si Rico Galinato, isa sa mga 2019 CSC Pagasa awardees.

"Iniisip ko, hindi ako puwedeng tumigil sa misyon namin to serve, to improve the quality of life of farmers, to provide more livelihood opportunities for them."

Discover more about his accomplishments in his Honor Awards Program (HAP) story here (<https://bit.ly/HAPStoryOctober2021>).

Short URL: <https://bit.ly/LBDOctober2021>



NOVEMBER

"Yung effects of violence is really long-lived sa mga kababaihan. It could affect their physical and mental health, and para sa akin this is very unacceptable."

In view of the celebration of the 18-Day Campaign to End Violence Against Women, we are sharing some words from one of the 2014 Dangal ng Bayan Awardees, PCPT Rhia B. Sotomil (Ret.) who worked at the Pavia Municipal Police Station, Iloilo.

She was awarded for putting the interest of the public above her own. Despite being diagnosed with lupus, she continued to excel in her performance as a police officer, focusing on issues such as violence against women and their children, and health advocacy.

Learn more about her advocacy and accomplishments in the public service through her HAP Story: <https://bit.ly/HAPStoryNovember2021>

Short URL: <https://bit.ly/LBDNovember2021>



DECEMBER

What brings you joy as a public servant? What motivates you to go the extra mile? To cap the year, we would like to share with you the inspiring story of Allan S. Freno.

Despite the lack of opportunity for promotion during his early years in the public service, he kept on putting his best foot forward and rendered excellent public service to the people of Tacurong, Sultan Kudarat. Eventually, he realized the impact of his work in his community and this has made him choose public service over and over again.

"Kahit gaano kababa o kataas yung position, as long as ginagawa natin nang tama yung trabahong iniatas sa atin, we can contribute to make the whole system work. It's about going the extra mile." - Allan S. Freno, Supervising Administrative Officer, Lokal na Pamahalaan ng Tacurong (2019 Dangal ng Bayan Awardee)

Learn more about his accomplishments in the public service through his HAP Story: <https://bit.ly/HAPStoryDecember2021>

Short URL: <https://bit.ly/LBDDecember2021>

HEALTH and WELLNESS



Newest Outstanding Government Workers Champion Health and Wellness

Medical workers on the frontline of the fight against COVID-19 as well as other healthcare workers were among the civil servants who received the most coveted title of Outstanding Government Workers in the recently concluded 2020 and 2021 Search of the Civil Service Commission's (CSC) Honor Awards Program (HAP).

The HAP seeks to recognize and reward state officials and employees for their outstanding contributions and achievements in the delivery of public service. It awards

the Presidential *Lingkod Bayan*, CSC Pagasa, and Dangal ng Bayan awards.

For the 2020 and 2021 Search, five individuals and three groups in the medical field were hailed as servant-heroes or *lingkod bayani* due to their significant accomplishments in their respective government agencies. This feat proved that programs and services aimed toward health and wellness are highly regarded as undertakings worthy of reward and recognition in the Philippine government.



COVID-19 PANDEMIC SERVANT-HEROES

In the wake of the COVID-19 pandemic, healthcare workers were recognized and appreciated for their hard work, perseverance, and resilience. Two individuals, considered at the forefront of the nation's battle against the pandemic, were hailed as this year's outstanding government workers.

One such is the highly regarded head of the Philippine General Hospital (PGH), Director IV Dr. Gerardo D. Legazpi. He was awarded the 2021 Presidential *Lingkod Bayan* for leading PGH in the fight against COVID-19. He was at the helm when PGH took the challenge of becoming a COVID referral facility when the pandemic started in 2020. Through his effective leadership, he successfully empowered and encouraged the doctors, nurses, and other hospital staff for PGH to be the model hospital for COVID response in the country.

Dr. Legazpi created a team to handle cases efficiently and deliver the highest level of service. PGH allocated 204 beds for COVID-19 patients, the highest number nationwide. Moreover, he made sure to also protect the welfare of medical and non-medical staff by establishing new protocols and guidelines. Healthcare institutions in other countries adopted the guidelines. He also formed the Hospital Infection Control Unit to keep the workspaces of health workers safe. Apart from patient care, one of the initiatives of Dr. Legazpi was educating doctors, nurses, midwives, and other healthcare workers through a weekly webinar series entitled "Stop COVID Deaths". To boost vaccination confidence, Dr. Legazpi became the first Filipino to be officially vaccinated against COVID-19.

Aside from leading PGH in the COVID response, Dr. Legazpi was instrumental in charting and carrying out a visionary course

for the hospital as a premier institution for medical service, training, and research. Significant initiatives during his watch include the computerization of UP-PGH systems, processes, and services; establishment of the Pay Hospital; launching the UP Varsity Wellness Program; completion of the UP-PGH Access Hub as a Center for Children with Disabilities; and increased investment in research.

Alongside PGH, another government hospital stepped up its game to fully cater to COVID-19 patients. The National Kidney and Transplant Institute formed its COVID-19 Crisis Management Team composed of Deputy Executive Director III Dr. Romina A. Danguilan (team leader), Deputy Executive Director III Nerissa M. Gerial, Department Manager III Dr. Joseph Michael A. Jaro, and Medical Specialist III Dr. Glenda Eleanor P. Pamugas. With the various units handled by each team member, the team institutionalized a "whole of institution" approach

in preparing the hospital's COVID response management. They crafted NKTl's COVID-19 Manual of Operations, which laid down necessary guidelines for screening, diagnosing, and treating infected patients. The team also established the NKTl COVID-19 Complex, where makeshift tents are solely dedicated to COVID-19 patients who need to undergo dialysis treatment. Emergency Room personnel were trained to strictly follow the protocols at every stage of patient care, leading to more accurate diagnosis, faster and more responsive patient care.

One of the team's best practices replicated by other hospitals was the administration of hemoperfusion as a treatment for patients with severe to critical COVID-19 infection. This treatment decreased patients' mortality rate and increased survival chances from 32% to 54%. As such, the Lung Center of the Philippines and Southern Philippines Medical Center adopted this life-saving medical strategy.

In taking care of its healthcare workers, the team coordinated with various government agencies to provide quarantine and isolation facilities and transportation services. "Letters of Hope" were also sent

to the staff to boost morale and provide comfort and hope to those COVID-19 infected staff.

In terms of engineering, the team realigned and retrofitted the hospital infrastructure into a COVID responsive, prepared, and ready facility. They improved the airflow dynamics and ventilation of all rooms since it plays a vital role in maintaining and sustaining a clean and uncompromising hospital atmosphere, given that COVID-19 spreads rapidly through droplets. These significant accomplishments earned them the Civil Service Commission *Pagasa* Award this year.

Another COVID-19 pandemic hero is a medical technologist from the Municipal Government of La Trinidad, Benguet. Ms. Lucia Jacinta S. Benter was hailed as a *Dangal ng Bayan* awardee in 2021. As the lone medical technologist in their municipality, she was solely in charge of swabbing suspected COVID-19 patients and even cadavers. From February to August 2020 alone, she swabbed 2,018 people.

She was on-call to conduct swab tests regardless of weather conditions and terrain and render

overtime work even during holidays and weekends. Her dedication to work ensured that the growing number of infected were well-managed, specifically with the extensive contact tracing activities. Benter also initiated a partnership with the Department of Health and other suppliers to provide medical workers in their municipality with enough personal protective equipment to ensure their safety.

Aside from swabbing and contract tracing activities, her primary duty is to extract specimens from patients who avail of the medical laboratory services of the Municipal Health Office. She is also the one who conducts the corresponding laboratory examination and releases results. Municipal doctors then use the lab tests results to recommend management to improve the health and wellness of their constituents.

Before the pandemic, Benter conducted *Project Barangayan*. It was her initiative to bring laboratory services near La Trinidad's people. She offered microbiological, chemical, hematological, biophysical, and pathological services. *Project Barangayan* served the 16 communities of La Trinidad, focusing on the remote and poorest of rural barangays.

Benter's 25 years as the only medical technologist of the Municipal Health Office of La Trinidad, Benguet proved her selflessness, perseverance, and love for her *kababayan*.

Philippine General Hospital Director IV Dr. Gerardo D. Legazpi, the National Kidney and Transplant Institute's COVID-19 Crisis Management Team, and Medical Technologist I Lucia Jacinta Benter of the Municipal Government of La Trinidad, Benguet are truly living heroes in this COVID-19 pandemic. They all rose to the challenge, delivered to the best of their abilities, and exceeded expectations—a true character of an outstanding government worker.

GOVERNMENT HEALTHCARE CHAMPIONS

Aside from these servant-heroes, several healthcare workers in other government hospitals across the country have been championing people's health and wellness for the past years. They have also been added to the coveted roster of outstanding government workers in 2020 and 2021.

Hailing from Baguio City, one individual and two groups, all from Baguio General Hospital and Medical Center, were among those

awarded for their contributions in their respective areas of medical expertise.

Medical Specialist III Dr. Elizabeth J. Batino, Head of Women and Children Protection Unit (WCPU) of BGHMC, was conferred the 2020 *Dangal ng Bayan* Award for creating a safe haven for women and children victims of violence and abuse. Batino organized a multi-disciplinary team composed of social workers, police, mental health professionals, and legal to provide essential bio-medical, psychosocial, and legal assistance to facilitate the recovery of abused women and children from trauma and stigma.

Through her exceptional leadership, the WCPU became the benchmark of other hospitals due to its capabilities such as the practice of chain of custody, 24/7 availability of medical social welfare assistance, provision of a sexual assault investigation kit, and a full-time detail of a police officer. WCPU was also recognized as a Regional Training Center in Luzon, the first training center to be accorded the Certificate for Women and Children Protection Specialty Training Course.

Apart from the achievements of Dr. Elizabeth Batino's Women and Children Protection Unit, another department of their hospital achieved significant strides in elevating the hospital's patient care

by providing comprehensive social work services responsive to the needs of patients and their families, thus ensuring optimal recovery. This is the work of the Medical Social Welfare Department composed of Social Welfare Officer IV Nora B. Mangusan (team leader), Social Welfare Officer III Lorna M. Bagawi, Social Welfare Officer III Apryl Gretchen P. Cofin, Social Welfare Officer III Lina W. Pascaden, and Social Welfare Officer III Rhea S. Tabor. The team offers holistic services such as psychosocial assessment and counseling, PhilHealth enrollment, and emotional and mental support to help patients maintain, attain, and regain their ability to function socially. The team also looks after the well-being of hospital employees through personal and professional development programs, which enhanced workplace competencies. All of these earned the Medical Social Welfare Department the 2020 CSC *Pagasa* Award.

The BGHMC also has strong anti-drug advocacy through the operation of its Outpatient Drug Treatment and Rehabilitation Center. This Center is headed by Medical Specialist III Dr. Clarette Rosario Pano-Dy with members Health Education and Promotion Officer III Jayvee O. Moltio, and Nurse I Herwin C. Siong. The group was awarded the Presidential *Lingkod Bayan* award in 2021 for their diligence and commitment in waging war

against drugs through the efficient operation and adoption of a whole-of-government approach with their treatment and rehabilitation facility.

They have assessed thousands of drug dependents on the severity of their substance dependence and provided them with appropriate interventions. Most drug dependents have graduated from the primary and aftercare program and have been given another chance to turn their lives around. With the Center expanding its operations to cater to patients from the regions and in nearby provinces, it has served as the benchmark for effective drug treatment and rehabilitation.

Dr. Batino, the Medical Social Welfare Department, and Outpatient Drug Treatment and Rehabilitation Center proved that their units, though not considered primary care, can be equally instrumental in the patient's healthcare experience and overall wellness.

Another two healthcare awardees also came from the same hospitals as the COVID-19 pandemic servant-heroes. The first is Medical Specialist III Dr. Jose Jonas Diño Del Rosario from the Philippine General Hospital and Executive Director IV Dr. Rose Marie Rosete Liquete from the National Kidney and Transplant Institute (NKTl).

Medical Specialist III Dr. Jose Jonas Diño Del Rosario from PGH was conferred the 2021 *Dangal ng Bayan* award for being a quintessential servant-leader in the span of his career as a cardiologist, researcher, teacher, mentor, and administrator of the University of the Philippines-Philippine General Hospital. He revolutionized the practice and training of pediatric cardiology with pioneering interventional cardiac procedures, which became a standard of care in the country. He introduced the non-surgical transcatheter treatment of congenital heart disease, allowing every Filipino to avail of the procedure regardless of economic status, especially indigent children.

Aside from his clinical practice, Dr. Del Rosario is PGH's spokesperson and coordinator of public affairs since 2016. As the voice of the hospital, he shared updates on PGH's situation as a COVID-19 referral center. Due to this credibility, he was able to educate people on COVID-19 management. He was also instrumental in bringing in donors to support PGH in treating charity patients.

Meanwhile, Executive Director IV Dr. Rose Marie R. Liquete from NKTl, who was awarded the 2021 Presidential *Lingkod Bayan*, was instrumental in helping patients with end-stage organ failure regain quality of life through

transplantation. She is the first Filipino woman transplant surgeon who pushed for creating satellite kidney centers in government and private hospitals. She has selflessly shared her expertise and expanded learning opportunities for medical professionals on kidney and organ transplantation to ensure accessible renal care and promote organ donation in the Philippines.

Dr. Liquete also worked to include transplantation and dialysis services in the country's health insurance package to make renal care more affordable. As Executive Director of the National Kidney and Transplant Institute, she led initiatives to make the institution at par with global standards in terms of patient management, transplant success outcome, infrastructure requirements, and logistical support.

These outstanding government workers have proven that when it comes to the health and wellness of Filipino people, only the best treatments and services should be provided. They have shown the immense capability and capacity of government hospitals and public healthcare workers to provide quality healthcare to the public, especially in this time of pandemic.

**RE: RESPIRATORY THERAPIST I POSITION;
AMENDMENT ON THE SALARY GRADE**

Number : 2100915
Promulgated : 19 November 2021

RESOLUTION

WHEREAS, Section 3, Article IX-B of the 1987 Philippine Constitution provides that “the Civil Service Commission as the central personnel agency of the Government, shall establish a career service and adopt measures to promote morale, efficiency, integrity x x x. It shall strengthen the merit and rewards system, integrate all human resources development programs for all levels and ranks, x x x”;

WHEREAS, Section 12 (2), Chapter 3 of EO No. 292, provides that the CSC is empowered to prescribe, amend and enforce rules and regulations for carrying into effect the provisions of the Civil Service Law and other pertinent laws;

WHEREAS, Section 4, Rule IV of the Omnibus Rules Implementing Book V of Executive Order No. 292 and other pertinent Civil Service Laws provides that the Commission shall adopt qualification standards for service-wide positions in the first and second levels and shall review update, whenever necessary, those already established;

WHEREAS, in CSC Resolution No. 2000290 promulgated on 11 February 2020 (Amendment of the Qualification Standards for the Respiratory Therapist I, II, and III Positions), which was disseminated through CSC Memorandum Circular (MC) No. 20, s. 2020, the Commission approved the amended qualification standards for Respiratory Therapist I position, as follows:

Position Title	Education	Experience	Training	Eligibility
Respiratory Therapist I (SG-11)	Bachelor of Science in Respiratory Therapy	None Required	None Required	RA 1080 (Respiratory Therapist)

WHEREAS, based on the Department of Budget and Management (DBM) Budget Circular No, 2018-4 dated 16 October 2018, the salary grade (SG) of the Respiratory Therapist I position is SG-10;

WHEREAS, Sec. 7 a.2, Rule III of the 2017 Omnibus Rules on Appointment and Other Human Resource Actions, as amended, provides that the position title and salary grade indicated in the appointment shall conform to the approved Plantilla of Personnel and should be found in the Index of Occupational Services, Position Titles and Salary Grades;

WHEREAS, the CSC Regional Offices reported that a total of one hundred two (102) appointments to Respiratory Therapist I position with SG-11 were received by the CSC Field Offices (CSC FOs) after the issuance of CSC Memorandum Circular No. 20, s. 2020. Of these, one hundred (100) appointments were approved/validated and two were put on hold;

WHEREAS, there is a need to rectify the salary grade of the Respiratory Therapist position as reflected in CSC Resolution No. 2000290 from SG-11 to SG-10 to conform to the DBM’s IOS, particularly those appointments issued to the subject position which bears SG-11 and were approved by the CSC FOs;

WHEREAS, pursuant to Section 12 of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions, adjustments which do not involve changes in position title, rank or status shall not require the issuance of appointment. However, there shall be a notice of such change to the employee, a copy of which shall be kept in the employee’s 201 file and another copy shall be submitted to the CSC FO concerned for record purposes;

WHEREFORE, the Commission **RESOLVES** to **AMEND** the salary grade for Respiratory Therapist I position as reflected in CSC Resolution No. 2000290 from SG-11 to SG-10 to conform to the Index of Occupational Service, Position Titles and Salary Grades under DBM Budget Circular No. 2018-4.

The Commission **FURTHER RESOLVES** that the agency head through the Human Resource Management Officer shall issue a Notice of Change of Salary Grade to affected employees, a copy of which shall be kept in their 201 files and another copy to be submitted to the CSC FO concerned for record purposes.

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

Quezon City

ORIGINAL SIGNED
ALICIA dela ROSA-BALA
Chairperson

ORIGINAL SIGNED
Atty. aILEEN LOURDES A. LIZADA
Commissioner

Vacant
Commissioner

Attested by:

(Sgd.) **KATHERINE C. LIMARE-DELMORO**
Acting Director IV
Commission Secretariat and Liaison Office



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SEARCH FOR OUTSTANDING GOVERNMENT WORKERS

2022

The Search is on for the 2022 Outstanding Government Workers!
For nomination inquiries, contact the
Honor Awards Program Secretariat at telephone number (02) 8932-0381,
Contact Center ng Bayan SMS 0908-8816565, or send an email to
email@contactcenterngbayan.gov.ph or hapsecretariat@csc.gov.ph.

Deadline: 31 March 2022