

THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI

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4th Quarter 2022 Issue



Your direct line to efficient public service

REPORT THE FOLLOWING VIOLATIONS

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

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

PENALTIES and LIABILITIES (Section 22 of R.A. No. 11032)

(a) 1ST OFFENSE

Administrative liability with six (6) months suspension: Provided, however, that in case of fixing and/or collusion with fixers under Section 21 (h), the penalty and liability under Section 22(b) of this Act shall apply.

(b) 2ND OFFENSE

Administrative liability and criminal liability of dismissal from the service, perpetual disqualification from holding public office and forfeiture of retirement benefits and retirement.

Criminal liability shall also be incurred through the commission of bribery, extortion, or maliciously soliciting favor in cash or in kind. The Penal Code and other special laws shall also apply.

The International Association of Business Communicators (IABC) awarded the Contact Center ng Bayan the 2014 Quill Award for Communication Management Strategies for Customer Relations



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13 August 2023	Career Service Examination (Professional and Subprofessional)	15 May to 14 June 2023

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FROM THE CHAIRPERSON'S DESK



Lifelong Learning for Leadership Congress with the theme, "RebounCES: Bounce Back Better." It is in that event that President Ferdinand R. Marcos Jr. affirmed that the CSC is in the right direction in pushing for the upskilling and re-skilling of government workers to strengthen digital competencies. The President reiterated that digitalization is a very important first step, a necessity for government to function or we will not be able to catch up with other countries.

Meanwhile, HR Spotlight on p. 36 puts the limelight on the awardees of the 2022 Search for Outstanding Government Workers. Through this initiative, we salute the nameless faces who quietly toil and have committed themselves to public service despite having to work in adverse circumstances. This year's awardees include teachers, local government administrators, medical workers, scientists, and information technology specialists whose integrity and passion have made government service a vocation.

We hope that you will enjoy reading and learning from the stories on human resource management, leadership, and excellence from this issue of the CS Reporter.

And as another year comes to an end, let us be grateful that we are finally seeing and experiencing normalcy—working face-to-face again with our colleagues, holding and attending in-person events, and celebrating wins through physical gatherings. Nevertheless, let us continue to pray for deliverance from this pandemic. May the upcoming year bring us renewed strength and enthusiasm in all things that we do.

Muli, maligayang Pasko sa lahat at masagana at puno ng pagpapalang 2023! •

And just like that, 2022 is over and we have welcomed another year, 2023.

Kaisa ang buong pamilya ng Komisyon sa Serbisyo Sibil, isang mapagpalang Pasko at Bagong Taon sa lahat ng kawani ng pamahalaan.

As we bid 2022 *adieu*, we are grateful to the 1.8 million government workers for your unwavering dedication to excellently serve the Filipino people amid the challenges brought by the continuing pandemic, and the numerous natural calamities we faced this year. *Taos puso ang aming pasasalamat sa inyong lahat, mga lingkod bayan!*

We salute each and every one for performing with excellence and integrity in your every task, whether it be big or small. We salute you for reinventing and upgrading the way you do your work to keep up with the ever-changing demands of our current times. We salute you for forging ahead and showing up even when the times are tough. Kudos, public servants!

The 4th quarter issue of the Civil Service Commission's (CSC) official

magazine is a reflection of the year that was and looks optimistically ahead to 2023. The cover story of this issue, found on p. 24, features the highs of 2022 starting with the amendment of the Rules on Administrative Cases in the Civil Service which considered violations of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 as administrative offenses; Atty. Ryan Alvin R. Acosta sitting as new commissioner after serving as Deputy Executive Secretary for Legal Affairs at the Office of the President; and my appointment as chairperson in March, among so many other significant events.

We also include the month-long celebration of the 122nd Philippine Civil Service Anniversary or PCSA as one of the highlights of the year. *Ang taunang pagdiriwang na ito ay mabisang paraan upang bigyan ng karampatang pagkilala ang ating mga lingkod bayan para sa kanilang mga kontribusyon sa pagbibigay ng serbisyo publiko at pagpapaunlad ng bayan.*

The Executive Letter on p.32 features the message delivered during the 2022 Career Executive Service



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THE CIVIL SERVICE
REPORTER
 GAWING LINGKOD BAYANI ANG BAWAT KAWANI

The CS Reporter is produced by the Publications and Media Relations Division - Public Assistance and Information Office of the Civil Service Commission.
 Comments and suggestions on the magazines as well as articles and other manuscripts for consideration in future publications are welcome.

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

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Readership SURVEY

Tell us what you think about the Civil Service Reporter magazine.

We hope that you would take time to answer this short questionnaire to help us improve our upcoming issues and determine the mode(s) of publication best suited for our readers.

All the information collected from this survey shall be treated with strict confidentiality and shall be used only for feedback processing. Personal information shall NOT be shared with third parties. An informant has the right to request for the deletion of his/her data from the host's records provided that the host has already processed the survey responses for appropriate usage.

Answer the survey online (<https://bit.ly/CSReporterSurvey2022>) or accomplish this physical survey, snap a photo and email to paio.pmr@gmail.com with the subject line "CS Reporter Survey".

Should you have any concern regarding this survey, please send an email to paio.pmr@gmail.com with the subject "Civil Service Reporter magazine survey".

Thank you.

- How did you know about this survey?
 - CSC website (csc.gov.ph)
 - CSC Facebook Page (fb.com/civilservicegovph)
 - Hard copy of the Civil Service Reporter magazine
 - PDF copy of the Civil Service Reporter magazine
 - CSC eNewsletter
 - Other: _____
- Date of answering this survey: _____
- Email address: _____
- Age:
 - 18-24
 - 25-34
- Gender:
 - Female
 - Male
 - LGBTQ+
 - Prefer not to say
- Location
 - National Capital Region
 - Region I - Ilocos Region
 - Region II - Cagayan Valley
 - Region III - Central Luzon
 - Region IV A - CALABARZON
 - Region IV B - MIMAROPA
 - Region V - Bicol Region
- Government employee?
 - Yes
 - No

FOR GOVERNMENT EMPLOYEES:

- Years of service in the government
 - 1-5
 - 6-10
 - 11-15
 - 16-20
 - 21-25
 - 26-30
 - 31-40
 - 41 years and above
- Sector
 - National Government Agency
 - Local Government Unit
 - State University or College
 - Government Owned and Controlled Corporation
 - Local Water District
 - Government Financial Institution
 - Other: _____
- Position classification
 - First Level
 - Second Level
 - Third Level

FOR NON-GOVERNMENT EMPLOYEES:

- Which of the following best represents your sector/occupation?
 - Private sector
 - Civil society organization/non-government organization
 - Student
 - Looking for job opportunities
 - Other: _____

READERSHIP

- How do you usually get a copy of the Civil Service Reporter magazine? (tick all answers that apply)
 - Hard copy (mail subscription)
 - Hard copy (in a CSC office)
 - Hard copy (in my organization)
 - Soft copy/PDF (downloaded from CSC website)
 - Soft copy/PDF (link posted on CSC's Facebook Page)
 - Soft copy/PDF (downloaded from a CSC eNewsletter)
 - Soft copy/PDF (link sent by a colleague)
 - Other: _____
 - Which format of the CS Reporter would you read most likely?
 - Hard copy
 - PDF/digital copy
 - Online magazine/magazine website
 - I have been reading the Civil Service Reporter for:
 - Less than a year
 - 1-2 years
 - 3-4 years
 - Featured topics which I find most useful (pick up to three topics):
 - New CSC issuances
 - Special eligibilities
 - Public sector unionism
 - Human interest or stories of public servants
 - HR issuances and policies
 - Civil Service Examinations
 - Legal opinions
 - Training programs
 - HR insights and tips
 - CS Reporter should feature more articles on (pick up to three topics):
 - New CSC issuances
 - Special eligibilities
 - Public sector unionism
 - Human interest or stories of public servants
 - HR issuances and policies
 - Civil Service Examinations
 - Legal opinions
 - Training programs
 - HR insights and tips
 - How do you dispose old copies of the CS Reporter? (choose up to two only)
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 - Give old copies to friends
 - Recycle or reuse
 - Donate
 - Other: _____
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 - PDF/digital copy
 - Online magazine/magazine website
- Other comments/suggestions: _____

PUBLIC DOMAIN

CSC contact center posts 99.81% resolution rate

“Providing customer-centered services remains a top priority of the Civil Service Commission (CSC) thru the Contact Center ng Bayan (CCB). The notable high use of the CCB as the go-to feedback facility—as shown by the number of transactions being facilitated—is a symbol of the citizens’ enduring high trust on the CSC as an institution and of our brand of service.”

CSC Chairperson Karlo A.B. Nograles said this as he reported the CCB’s 99.81% action rate on feedback received from public. From 1 January to 30 November 2022, the CCB received a total of 126,375 transactions, which includes complaints, requests for assistance, messages of commendation or appreciation, queries, and suggestions. At the end of said period, 126,140 have been already resolved.

The CCB is mandated to provide the public with information and assistance on government services and procedures through text messaging service, email, website, hotline, and the CSC Facebook Page. From January to November 2022, Email sent via email@contactcenterngbayan.gov.ph emerged as the most preferred channel with 52,245 or 42.13% of transactions. Next is the Facebook Page with 50,936 or 40.31% of feedback received, followed by SMS sent to 0908-88-16565 with 21,267 or 16.83%.

Meanwhile, the Citizen’s Complaint Center Hotline 8888 referred to the CCB a total of 461 concerns pertaining to CSC services, for which the facility achieved a 98.04% resolution rate.



CSC Commissioner Aileen Lourdes A. Lizada and Chairperson Karlo A. B. Nograles discuss plans to future-proof the CCB. Joining them is CCB Program Manager Director IV Maria Luisa Salonga Agamata (center).

AGENCY ACTION

“Every feedback received by the CCB serves as a challenge for government agencies to continuously provide excellent service. Notably, several of them were able to attain a high resolution rate, which exemplifies government agencies’ collective commitment to provide excellent customer experience,” Chairperson Nograles said.

The CSC chief cited the most responsive agencies in 2022 in terms of acting on all feedback received. These include

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CSC contact center ... from page 9

the Home Development Mutual Fund (HDMF), Department of Social Welfare and Development (DSWD), Government Service Insurance System, Bureau of Internal Revenue (BIR), Philippine National Police, Overseas Workers Welfare Administration, Social Security System (SSS), Philippine Postal Corporation, Department of Health (DOH), and the Department of Foreign Affairs (DFA).

In terms of complaints, the CCB achieved a resolution rate of 92.06%, with 1,299 out of 1,411 complaints already resolved. The most common complaints against government agencies in 2022 were still on slow process, discourtesy, poor service/facility, failure to act on request, and unattended hotline numbers.

The top ten agencies with the most number of complaints in 2022 are the Department of Education, Land Transportation Office, DOH, SSS, BIR, DFA, Land Registration Authority, HDMF, DSWD, and the Philippine Statistics Authority. However, the CSC also noted that two of them were able to resolve 100% of the concerns: the HDMF and the DSWD.

"Nananawagan ang CSC sa iba't ibang ahensya ng gobyerno na pairalin at paigtingin ang feedback mechanism at pakikinig sa hinaing ng ating mga kababayan. Taun-taon, ito ang gawin nating regalo sa kanila—ang mas mabilis at mas mahusay na serbisyo publiko," Chairperson Nograles said.



PAIO Director IV and CCB Program Manager Maria Luisa Salonga Agamata as she checks on the operations of the facility. With her is PAIO Acting Director III Fiaberna U. Salumbides

He reminded government offices that under Section 30 of the Implementing Rules and Regulations of Republic Act. No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act), the CCB, as the feedback facility of the CSC, shall be part of the complaints mechanism under the Citizen's Charter of all government agencies.

For more information, contact the CCB through the CSC official Facebook Page at www.facebook.com/civilservicegovph, email@contactcenterngbayan.gov.ph, and SMS 0908-8816565. •

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NEWS

Gov't workers urged to get booster shots

The Civil Service Commission (CSC) hosted on 5 October the Department of Health's (DOH) "Sa Boosters: PINASLAKAS" event, which aimed to further improve the COVID-19 booster coverage rates in the country.

The event, held at the CSC Central Office in Quezon City, featured a ceremonial vaccination of Department of the Interior and Local Government Assistant Secretary Elizabeth N. Lopez de Leon and employees of the CSC.

A total of 91 CSC employees, including their family members, were vaccinated during the event.

The CSC's hosting was a move to show civil servants leading the way in getting COVID-19 booster shots.

Joining the program thru video conferencing, CSC Chairperson Karlo A. B. Nograles, who revealed he recently recovered from COVID-19, said, "It is a good thing that I am fully vaccinated and boosted. 'Yung symptoms ko po ay very mild, and my recovery was very fast. I am living proof that vaccines and boosters work."

He expressed CSC's support to the DOH's *PinasLakas* campaign as the nation continues to strengthen its immunity wall. "As the country's premier human



A ceremonial vaccination was held at the CSC Central Office as a move to show civil servants leading the way in getting COVID-19 booster shots.

resource institution, the HR agency for the entire bureaucracy, the CSC acknowledges our importance in moving our 1.8 million civil servants to action. Rest assured that we will continue to encourage government agencies and instrumentalities to urge their officials and employees to get boosted as soon as they can," he said.

Also present during the event was CSC Commissioner Ryan Alvin R. Acosta, who said, "The CSC has, in fact, made it its mission to make *lingkod bayanis* [sic] out of every *lingkod bayan*. But even heroes bleed and get sick, and are most vulnerable when faced with an unseen and imperceptible adversary. *Samakatuwid, hindi tayo dapat magpaka-kampante pagdating sa ating sarili at kalusugan dahil inaasahan tayo ng taumbayan at maraming bagay ang nakasalalay sa atin*. Instead, we should grab every available chance to get boosted."

Commissioner Acosta also thanked government employees who expressed willingness to receive the booster vaccine during the event.

"Maganda ring mensahe ang ating naipaparing sa ating mga kapwa lingkod bayan sa pagsali rito, dahil hinihikayat natin sila na makibahagi sa proyekto ng pamahalaan upang panatilihin ang magandang kalusugan ng bawat Pilipino."

Other government officials who were present during the event include Acting Assistant Commissioner Karin Litz P. Zerna, CSC; Director II Martin T. Jequinto, Department of Labor and Employment Quezon City Field Office; Regional Director Gloria J. Balboa, DOH-Metro Manila Center for Health Development; Dr. Malou Eleria, Action Officer for Vaccination and Chief, Special Services Division, Quezon City Health Department; and Mr. Edward Gonzales, Planning Chief, Metropolitan Manila Development Authority Vaccination Team.

The event was streamed live via the Metro Manila Center for Health Development's Facebook page.

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Schedule of Career Service Examination-Pen and Paper Test

Date of Examination	Title of Examination	Application Period
26 March 2023	Career Service Examination (Professional and Subprofessional)	22 December 2022 to 25 January 2023*
13 August 2023	Career Service Examination (Professional and Subprofessional)	15 May to 14 June 2023

*Special application period for UNREFUNDED examinees of the cancelled 15 March 2020 CSE-PPT will be on 14 to 21 December 2022.

CSC bares 2023 civil service exam calendar

The Civil Service Commission (CSC) has announced the calendar of civil service examinations for 2023.

The Career Service Examination for Foreign Service Officer (CSE-FSO), administered by the CSC in collaboration with the Department of Foreign Affairs-Board of Foreign Service Examinations, will be held on 5 February 2023.

Attracting the most number of examinees, the Career Service Examination-Pen and Paper Test (CSE-PPT), which includes the Professional and Subprofessional Levels, will be conducted in 26 March and 13 August 2023.

For the 26 March CSE-PPT, the application period will be on 22 December 2022 to 25 January

2023. A special application period for unrefunded examinees of the cancelled 15 March 2020 CSE-PPT is set on 14 to 21 December 2022.

For the 13 August CSE-PPT, the application period is set on 15 May to 14 June 2023.

The CSC will also administer the Basic Competency on Local Treasury Examination (BCLTE) on 11 June 2023. The application period will run from 13 March to 12 April 2023. The BCLTE, and the complementary Intermediate Competency on Local Treasury Examination or ICLTE, are part of the three-level Standardized Examination and Assessment Program of the Department of Finance, implemented through the Bureau of Local Government Finance in collaboration with the CSC.

The corresponding examination announcements, which contain the list of testing centers, requirements, and procedure for application, among other details, are posted on the CSC website at www.csc.gov.ph. The CSC emphasized it does not recognize and shall not be liable for information posted on any other sources that it does not own nor manage.

Gov't workers

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Issuances

The CSC has supported the government's National Vaccination Deployment Program through several issuances promoting COVID-19 vaccination among government employees.

In its Memorandum Circular No. 7, s. 2022, the CSC encourages government agencies and instrumentalities, including local government units, to adopt strategies and incentives to encourage their officials and employees to comply with the COVID-19 vaccination.

It also issued Memorandum Circular No. 16, s. 2021, which allows government employees to file for "excused absence" for absences from work incurred during the day of inoculation of the first and second doses of COVID-19 vaccine, including future booster shots; and those incurred due to the required treatment/recuperation period from any adverse event following the first and second doses of COVID-19 vaccine, including future booster shots.

It also released several advisories reminding government workers who wish to accompany their children for COVID-19 vaccination or booster shot, that they may file for special leave privilege. Said type of leave granted under Section 21, Rule XVI of the Omnibus Rules on Leave, may be availed of for parental obligations or medical needs where a child of the government employee is involved. Government employees are granted three (3) days of special leave privilege, which is non-cumulative (unused credits cannot be carried over to the succeeding year) and non-commutable.

Civil service exams top passers bared

A total of 26,307 examinees, representing 18.97 percent of the 138,703 total number of actual examinees, passed the Career Service Examinations conducted nationwide on 7 August 2022, the Civil Service Commission (CSC) disclosed.

Almost 85 percent or 22,241 of the total passers passed the Professional level, and the rest, the Subprofessional level.

Leading the pack of the 117,938 examinees of the Career Service Professional Exam is Kate Angelica P. Pasobillo from Bicol Region, who garnered a rating of 90.08, while Rey Timothy H. Nalica from Southern Tagalog bested the 20,765 Subprofessional examinees with a rating of 94.77.

Completing the top passers of the Professional level are: Donna Lyn Mackay from the National Capital Region (NCR), 89.96; Krianne Isobelle F. Garcia (NCR), 89.94; Freziel Jade M. Natividad (Cagayan Valley), 89.82; John Peter A. Himor (Bicol Region), 89.71; Francine T. Felices (Bicol Region), 89.70; Joana Mae D. Duran (Cagayan Valley), 89.42; Midge G. Bangsoy (CAR), 89.32; Ivy B. Alcaide (Southern Tagalog), 89.21; and Yasser Abdulaziz N. Binsuan (BARMM) and Mark Jasper J. Cantre (Southern Tagalog), 89.20.

For the Subprofessional level, five examinees from Southern Tagalog are among the top passers, namely, Francois Claire M. Manrique, with a rating of 94.19; Gilbert A. Recosana, 93.43; Joey R. Rosales, 93.33; Ayla Michelle M. Faller, 93.13; and Pearl Monique V. Valentin, 93.02. Other top performers include: Roselyn D. Comia (NCR), 93.83; Ashley Mae T. Dulnuan (CAR), 93.57; Shalimar A. Anacio (Cagayan Valley), 93.23; and Maria Angelita Socorro Z. Hefti (Bicol Region), 93.08.

Regional performance would show that Central Luzon grabbed the highest passing rate for the examinations at 37.44 percent. The percentage covers 738 passers out of 1,971 actual number of examinees. Northern Mindanao is in the second spot with a passing rate of 27.51 percent or 1,382 passers out of 5,023 examinees, with the Cordillera Administrative Region, Ilocos Region, and Bicol Region also faring well with passing rates at 23.79 percent, 21.35 percent, and 21.04 percent, respectively.

The passers will be conferred the corresponding civil service Professional and Subprofessional eligibilities. The Professional Eligibility shall be appropriate for permanent appointment to both first level (clerical) and second level (technical) positions in the career service which do not involve practice of profession and are not covered by the Bar, board, and other laws, while the Subprofessional Eligibility shall be appropriate to first level positions only.

The CSC started releasing the Certifications of Eligibility on 9 November 2022. Passers are advised to verify first with the CSC Regional/Field Office concerned the availability of the said certification as well as the requirements and procedure in claiming it.

FOE, POE, BCLTE

Meanwhile, a total of 10,115 examinees passed the Fire Officer Examination (FOE), while 1,574 hurdled the Penology Officer Examination (POE), and 1,081 others, the Basic Competency on Local Treasury Examination (BCLTE).

These figures represent 17.14%, 16.23%, and 18.13% of the total number of examinees who took the FOE, POE, and BCLTE, respectively. Said exams were conducted nationwide on 23 October 2022.

Garnering a rating of 92.66, Jayson E. Necida from the National Capital Region (NCR) bested 59,027 FOE examinees, while Rolando O. Tubo, Jr. also from NCR and Jannette Quinne A. Hernando from Davao Region, both with a rating of 91.08, topped the 9,696 hopefuls of the POE. For the BCLTE, Dexter M. Recio from the Cordillera Administrative Region (CAR), Yin K. Baitus from SOCCSKSARGEN, and Kelvin B. Ramos from Central Luzon, all with 91.78 rating, led the 5,963 examinees.

Completing the list of top performers for the FOE are: Lester L. Reyes (Central Luzon) with a rating of 91.90; Spencer U. Mangalindan (Central Luzon), 91.65; Frida Iris G. Perez (Cagayan Valley), Janesse Mae D. Calibo (Northern Mindanao), Niño Joseph T. Salamanque (Bicol Region), and John M. Villahermosa (Davao Region), 90.89; Matthew D. Jimenez (Central Visayas), 90.63; and Joel Byron A. Navasca (Davao Region) and Mark Daniel D. Castro (Bicol Region), 90.38.

The top passers of the POE are: Ma Lyka R. Malate (Eastern Visayas)

(continued on page 16)

CSC chief addresses ministers of ASEAN civil service

Civil Service Commission (CSC) Chairperson Karlo Nograles delivered a congratulatory message at the 2022 ASEAN Conference on Civil Service Matters Plus Three (ACCSM+3) International Conference on Human Resource Management in the Public Sector held on 1 November 2022 at the Sejong Convention Center, Sejong, Republic of Korea.

The conference was attended by ministers and senior officials of ACCSM+3: the ACCSM which is composed of the civil service of the 10 ASEAN Member States (AMS), and the Plus Three Countries—China, Japan, and the host country, Republic of Korea.

Senior officials from the King's College of London, the Australian Public Service Commission, Organisation for Economic Co-operation and Development (OECD), and the United Nations Development Programme (UNDP) were also present at the event.

In his message, Chairperson Nograles congratulated Minister Kim Seung Ho and the Ministry of Personnel Management of the Republic of Korea for successfully hosting the said conference. "This

will surely serve as an avenue to gather and disseminate knowledge on recent advancements in emerging areas of human resource administration and reforms as well as HR innovations in managing global changes," he said.

He also noted the significance of ASEAN cooperation, especially in advancing personnel administration in the Philippines and the entire region, as the world starts to transition to the so-called "new normal" following the height of the COVID-19 pandemic.



"As we continue to face similar challenges, it is comforting to know that we are not alone in our struggle and that we have a network of people and organizations that can help us in our own efforts to find solutions. To be able to gather together with our counterparts in ASEAN as well as the Plus Three Countries and learn from each other's innovations and best practices is always a welcome experience," he said.

The ASEAN Cooperation on Civil Service Matters or ACCSM is a gathering and collaboration among civil service agencies for information exchange, mentoring, and partnering activities that aim to promote effective cooperation and mutual assistance in public sector capacity building among ASEAN Member States. [®]

Chairperson Karlo Nograles notes the significance of ASEAN cooperation in his message at the ACCSM+3 Conference held in Korea.

CSC offers financial education program for civil servants

Government workers can soon avail themselves of financial education training from the Civil Service Commission (CSC).

In his message of support delivered on 21 November 2022 at the Bangko Sentral ng Pilipinas' (BSP) virtual 5th Financial Education Stakeholders Expo, CSC Chairperson Karlo Nograles said that his agency is already laying the groundwork for the Financial Education Program for Civil Servants, a joint initiative between CSC, BSP, and the BDO Foundation.

The program aims to provide civil servants with knowledge, skills, and values on concepts such as financial planning, saving, budgeting, debt management, investments, financial scam prevention, and consumer protection, among others. It intends to promote financial literacy and enables them to apply their learnings to financial decision-making.

"This will help us achieve our goal of enhancing the well-being of our government workforce through financial literacy, capacitating them with skills and knowledge that allow them to make informed and better decisions on their financial resources," he said.

The CSC Chairperson added, "Financial education is all the more important as our people continue to cope with the impacts of the COVID-19 pandemic and prepare for future financial challenges. With this initiative, we hope they will make better choices about saving, know when and when not to borrow money, learn how to invest and better prepare for retirement, and also to discern how to protect themselves in this time of digital

financial transactions or online banking."

"Kailangan maging wais ang ating mga lingkod bayan. Sa hirap ng buhay, hindi pwedeng waldas, mahalaga na may ipon, at kung may extra ay pasukin din ang investments, pero huwag papaloko. Sa pamamagitan ng financial education program na ito, matututo nang marami ang mga kawani ng ating pamahalaan," stressed Chairperson Nograles.

As part of the program, the CSC has developed modules and has established a pool of trainers, who were then tapped for the pilot run of the financial education training in the CSC. Four batches of training were conducted during the pilot run, with a total of 186 participants.

"We are currently expanding this pool in preparation for the CSC's rollout of the financial education training for other government agencies beginning in 2023," he said.

The CSC chief is hopeful that the financial education program would redound to better public service. "The CSC believes that HR

excellence and quality public service delivery can only be realized when we take care of our people's needs. When civil servants attain financial stability and security, they are more able to contribute to workplace productivity," said Nograles. [®]



ATTY. KARLO A. B. NOGRALES
Chairperson, Civil Service Commission

Chairperson Nograles talks about CSC's program to improve financial education among civil servants.

Ensure continuous service amid devolution – Nograles

As the government undergoes devolution, Civil Service Commission (CSC) Chairperson Karlo Nograles reminded local chief executives to ensure uninterrupted service delivery.

“Dahil sa kasalukuyang devolution, inaasahan nating may mangyayaring mga pagbabago sa mga pamahalaang lokal. Kaya tayo ay umaapela sa mga local chief executives na siguruhing tuluy-tuloy ang pagbibigay ng mahusay na serbisyo sa kanilang mga constituents, lalong-lalo na pagdating sa mga basic and critical services na kailangang kailangan ng ating mga kababayan,” Nograles said.

The CSC chief said that any feedback on government frontline services may be reported to the Contact Center ng Bayan by sending an SMS/text message to 0908-8816565, email to email@contactcenterngbayan.gov.ph, or instant message via the CSC Facebook Page at www.facebook.com/civilservicegov.ph.

It can be recalled that the previous administration issued Executive Order (EO) No. 138 dated 1 June

2021, mandating the full devolution of certain functions of the Executive Branch to the Local Government Units (LGUs). The devolution is in consonance with the Supreme Court decision, known as the “Mandanas ruling”, which increased the National Tax Allotment of LGUs; consequently, the national government is constrained to download or transfer its certain functions down to the LGUs.

Following this, the CSC released the policy that would guide LGUs as they undertake organizational adjustments.

CSC Memorandum Circular (MC) No. 12, s. 2022, which circularizes CSC Resolution No. 2200373 promulgated on 20 September 2022, contains the “2022 Guidelines and Standards in the Establishment of Organizational Structures and Staffing Patterns (OSSP) in Local Government Units”.

Chairperson Nograles explained, *“Dahil sa paglabas ng EO 138 na nagtatakda ng devolution o pagsasalin ng ilang mga tungkulin ng national government papunta sa local government, ang mga LGUs ngayon ay binibigyan ng pagkakataon na isaayos ang kanilang OSSP upang masiguro na ang kanilang mga tanggapan at human resources ay sapat para ma-accommodate ang mga karagdagang tungkuling ito.”*

The MC has taken effect since 3 November 2022 or after 15 days following the publication of the guidelines (CSC Resolution No. 2200373 dated 20 September 2022) in a newspaper of general circulation on 18 October 2022. •

Go to page ___ for the full text of CSC Resolution No. 2200373. 

Civil service exams ... from page 13

who garnered a rating of 89.64; Rico M. Espino (NCR), Meryll C. Barrun (Bicol Region), and Jesus Sunga (Southern Tagalog), 89.16; Kierkymblye M. Alcantara (Southern Tagalog), 88.67; and Benjamin C. Tobias III (NCR), Thea Alyzsa V. Tagabi (NCR), Thor Angelo G. Dela Cruz (NCR), and Queruben V. Valenzuela (SOCCSKSARGEN), 88.43.

Completing the Top 10 passers for the BCLTE are: Janice L. Talaro (Cagayan Valley), 91.51; Helen Grace A. Domingo (CAR), Rogelyn O. Amith (Central Visayas), Laumar Daime J. Bautista (Western Visayas), Arnel S. Rosas (Southern Tagalog), and Angielyn G. Corpuz (Ilocos Region), 91.23; and Ivan Gil C. Priego (Caraga) and Rowena C. Nangit (NCR), 90.96.

As to regional performance, Northern Mindanao posted the highest passing rate for both FOE and POE at 26.58% and 23.45%, respectively. Such percentage is translated into 773 passers out of 2,908 examinees for the FOE, and 83 passers out of 354 examinees for the POE.

For the BCLTE, Central Luzon, which registered a passing rate of 26.37% or 53 of 201 examinees, emerged as the region with the highest passing rate.

The Certification of Eligibility for passers (printed on CSC letterhead, free of charge) shall be issued through the CSC Regional/Field Offices by 04 January 2023. 

CSC execs discuss agency strategy, plans

Central and regional officials of the Civil Service Commission (CSC) gathered for a three-day Directorate Conference on 21 to 23 November 2022 at the Development Academy of the Philippines Conference Center, Tagaytay City to formulate the agency’s goals and strategic plans for the succeeding years.

CSC Chairperson Karlo Nograles stressed on the importance of the activity. *“Mahalaga para sa anumang organisasyon na may malinaw na layunin, stratehiya, at plano na gagabay sa lahat ng mga gawain nito.* The CSC holds the gargantuan task of looking after government’s 1.8 million workers, and having a well-crafted and detailed strategy would help us set our direction, identify our priorities, and align our employees toward a common goal.”

He added, *“Maganda itong pagkakataon para sa newly constituted Commission—na kinabibilangan ko bilang Tagapangulo at ng ating dalawang Komisyonado, si Commissioner Aileen Lourdes A. Lizada at Commissioner Ryan Alvin R. Acosta—na magkaisa at makilahok sa pagsusuri ng kasalukuyang Vision, Mission, at Values ng CSC at pagbuo ng bagong Strategy Map na maaaring magtakda ng klase ng aming pamumuno sa mga susunod na taon,”* the CSC chief said.



The new Commission en banc, composed of Chairperson Karlo Nograles and Commissioners Aileen Lizada and Ryan Acosta, lead other CSC officials in discussing the agency’s goals and strategies for the next few years.



One of the highlights of the CSC Executives’ Conference was the deliberation and sharing of insights during one of the structured learning activities.

Nograles said that workplace trends brought about by the COVID-19 pandemic would impact on the CSC’s objectives and plans for the future of the civil service.

“Bilang pangunahing ahensya para sa HR ng pamahalaan, ang CSC ay nakatuon sa mga pagbabagong tulad ng hybrid work arrangement, pinaigting na digitization at digitalization, at mas malawak at mas malalim na pagpapahalaga sa employee well-being. HR is at the heart of this transformation, and the CSC is poised to usher government workers through policies and programs that will help them adapt and excel in this new work environment,” he said.

During the sessions, the participants learned about the Strategic

Leadership and Management Framework and the Four Disciplines of Execution, collaborated in building a Shared Vision of the Commission, and generated the 2024-2029 Strategy Maps for various levels of the organization, among others.

The event also served as a venue for fellowship and camaraderie, where CSC officials got to personally meet each other again since the global pandemic halted social gatherings and other face-to-face activities.

The CSC’s Directorate Conference was held with the assistance of the Australia Awards and Alumni Engagement Program with Human Capital Asia. 



Sheryl Farnacio took the Career Service Examination-Pen and Paper Test on 19 June 2022.

to browse references that could be of help in getting a passing score in the test. In spite of her preparations through self-study, Sheryl found the examination difficult. Now that her sacrifices had paid off, she wants to attribute her success to the guidance of the Almighty God who, according to her was the reason for this great miracle in her life.

When asked what advice she can give to those who will take examinations, Sheryl emphasized the need for balance which means allocating time to study and to take a break. She also stressed the importance of doing one's best and above all, having faith in God.

"One of the factors is God's guidance. I believe that my preparation was not enough since I was reviewing and at the same time taking care of my toddler," Sheryl said in an interview.

Currently, she works as on-call massage therapist. Aside from wanting to get a stable job to provide for her family, she advocates inclusivity and hopes to have the chance to take part in strengthening awareness and acceptance of Persons with Disabilities (PWDs) as productive members of the society. Also, she calls for greater accessibility of facilities and interventions for PWDs who are capable of living independently like others.

"We are usually pitied by other people, but that is not what we need. What we are after is the acceptance of our limitations and the opportunity to show our strengths," Sheryl said.

Sheryl's perseverance since childhood is laudable. She started formal schooling at age 14 in Bato Central Elementary School in 1994, the time when facilities for students

who are visually impaired were inaccessible and finishing studies seemed out of reach. In the same year, she had the chance to take the Philippine Educational Placement Test (PEPT) when she was still in Grade 1. Luckily, she passed the test and was accelerated to first year high school in 1995.

For her tertiary education, she studied Bachelor of Arts in Theology, a five-year course, in Rosales Wesleyan College in Pangasinan. She was granted with full college scholarship by the Resources for the Blind, Inc. (RBI). The RBI was also the institution that assisted during her elementary and secondary education.

Moreover, Director IV Atty. Daisy Punzalan Bragais of CSC RO V expressed her felicitations to the exam passer.

"We are happy in the Commission that a PWD passed the examination. We are moving for inclusion and we hope that she will get a job in the government that fits her competencies. This milestone shows that in the government, we have space for persons with disabilities. We hope that those with disabilities will take the CSC exams and let their talents be of help in the bureaucracy. Also, rest assured that we assist PWDs during the examination process," Director IV Bragais said.

For the 19 June 2022 CSE-PPT, there were 5,020 actual examinees for the Professional Level. Out of this total number of examinees, 821 passed. For the Subprofessional Level, there were 865 actual examinees and 176 got a passing score. **R**



CSC Regional Office V held its first onsite awarding ceremony of PRIME-HRM Bronze Level recipients.

Visually impaired passes civil service exams

The world may be dark from her end but it did not stop 42-year-old Sheryl Tasarra Farnacio of Bato, Catanduanes from envisioning a brighter future. In April 2022, she took a leap of faith and applied for the Career Service Examination; Pen and Paper Test (CSE-PPT) Professional Level that was set on 19 June 2022. Her goal was to get one of the tickets to landing a job in the government-eligibility. Subsequently, when the results were released in August, she was elated to be among the 821 CSE-PPT Professional Level passers in Region V.

Sheryl, a licensed massage therapist had knowledge about the civil service examinations and previously planned to file for such. However, she had to prioritize the needs of her children while dealing with major setbacks and coping with grief when they lost the head of their family. Her husband died in March 2021 due to hypertension, leaving her with two children. The youngest was two months old at that time. Her husband was also visually impaired and was a licensed massage therapist. They put up a massage clinic in their province but it eventually closed because of the effects of the pandemic.

When her youngest turned a year older this 2022, Sheryl pursued her intent to take the CSC exam and fortunately passed it on her first attempt. During the conduct of the CSE-PPT, she was assisted by a Civil Service Commission Regional Office V (CSC RO V) employee in terms of reading the test questions and shading the circle that corresponds to her chosen answer.

Right after filing her application and even the night before the examination, she had to juggle reviewing and taking care of her children. She used the technology

learners while the rest of the total participants attended in person.

The convention discussed the role of HR practitioners in developing resilience and how to stay motivated in the face of chronic negative stress and constantly increasing demands, complexity, and change. CSC Commissioner Aileen Lourdes A. Lizada graced the activity as keynote speaker.

"There is no returning to the pre-pandemic ways of doing business, thus we must digitize and automate work to improve governance and the delivery of services. Make the workplace future-ready, make HR management strategic as a way of taking care of our workforce, and make the civil service a truly rewarding call," Commissioner Lizada said during the convention.

Two of the Subject Matter Experts (SMEs) delivered their discussion via Zoom. Ms. Vanessa Trower, Director & Principal Consultant of Nexperk Learning, a company that designs, delivers, and supports learning

CSC RO V holds first hybrid training

Seven hundred five participants, joined the 12th Regional Convention of Human Resource Management and Practitioners (HRMPs) on 21 July 2022 in Legazpi City.

The training, with the theme, "The Future is NOW (Navigating Our Work, Workplace, Workforce) for What's Next and Beyond" was the first hybrid Learning and Development (L&D) offering of the Civil Service Commission Regional Office V (CSC RO V). Hybrid Learning or Blended Learning entails traditional face-to-face and online learning. During the convention, 199 were online

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CSC RO V holds first ... from page 19

and organizational development, joined the convention live while in Australia and talked about hybrid workplace. Also, Ms. Penny Concepcion, Human Resources Director for Global Business Services of the Goodyear Tire and Rubber Company who is based in Metro Manila expounded her topic entitled "Boost: PH Talent Development for 2022 and Beyond (Navigating the Future Talent Development Landscape).

Moreover, Atty. Jennifer L. Timbol, Director IV of the CSC Human Resource Policies and Standards Office (HRPSO) on CSC

Memorandum Circular No. 06, s. 2022 or Policies on Flexible Work Arrangements in the Government.

Meanwhile, six (6) PRIME-HRM Bronze Accredited Agencies within the region received their plaque on the day of RCHRMP. The awardees were City Government of Naga; Dr. Emilio B. Espinosa Sr. Memorial State College of Agriculture and Technology; Municipal Government of Bagamanoc, Catanduanes; Bureau of Internal Revenue, Revenue Region No. 10; Pili Water District; and Department of Public Works and Highways Regional Office V.

During the said event, selected agencies installed booths for the RCHRMP Bazaar. Products from different provinces of the region were exhibited in the bazaar. Also, the CSC RO V Public Assistance and Liaison Division setup an Honor Awards Program (HAP) booth to share information about the program.

CSC RO V Director IV Daisy Punzalan Bragais, Director III Rosalinni V. Moneda, field directors and their staff, and regional office personnel were present in the convention which is an annual undertaking of the office. 



Development Authority, Efen B. Carreon, shared his insights including the importance of recognizing common actions that were demonstrated by the leaders during the crisis. He highlighted the focus on the availability of manpower, effective utilization of assets, systems, and mechanisms, innovative programs, and projects, and strong leadership of heads of agencies. These were among the approaches to achieving resilient organizations.

On the other hand, Ms. Jaseluh Saturinas, Guidance Counselor from the University of the Philippines-Cebu, one of the panelists of the event, recollected that there are other signs of resilience manifested by individuals or by the employees. This includes physical resilience; something that people can improve to a certain extent by making healthy lifestyle choices, getting enough sleep, eating a nutritious

diet, and regular exercise, mental resilience; flexibility and being calm during times of crisis, using mental health to solve problems, move forward and remain hopeful, emotional resilience; regulate emotions during times of stress, and social resilience; coming together, supporting each other socially, becoming aware of the risks that the community faces and building a sense of community. She added, "Resilient people compose resilient organizations."

The participating agencies of the event were; LGU Jagna, Bohol, LGU Tagbilaran City, Bohol, LGU Bogo City, LGU Dumaguete City, LGU Talisay City, Negros Oriental State University, Siquijor State College, DepEd Dumaguete City Division, DepEd Regional Office VII, and the Vicente Sotto Memorial Medical Center. 

CSC Eastern Visayas interfaces with local executives, toasts public service exemplars

The Civil Service Commission Regional Office (CSC RO) conducted the 2022 Conversations with Local Leaders in Eastern Visayas with the theme, "Enhancing Leadership Capabilities of Local Leaders to Effectively Address Challenges in the New Normal." The event was held on 28-29 November 2022 at the Waterfront Cebu City Hotel, Lahug, Cebu City with more than a thousand participants comprised of local chief executives, agency heads, and HR practitioners.

The first day started with the *Pasidungog* which comprised of honoring the 2022 Service Excellence Awardees for the Philippine Civil Service Anniversary (PCSA) Appreciation Program, Honor Awards Program (HAP) Regional Awardees, PRIME-HRM Recognized Agencies in one or more HR Systems, and PRIME-HRM Bronze awardees.

Fourteen agencies were conferred with the PCSA Certificate of Appreciation for Government Frontliners and Workers for their innovations to combat the

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CSC RO VII highlights resilient practices of agencies

Central Visayas had its fair share of unpleasant experiences, brought about by the pandemic were made even worse when Typhoon Odette hit. Yet, months after the typhoon, the economy is back. Power was restored, people were seen crowding venues, and private and public establishments were back to almost normal operations. Many would ask, "How did we become resilient?"

Agencies in Central Visayas highlighted their best practices



(2nd from left) CSCRO VII Director IV Carlos A. Evangelista led the recognition of resilient practices of government offices in Central Visayas.

in crisis management during the "Forum on Resiliency" hosted by CSC Regional Office (CSC RO) held last 23 September 2022 at the DepEd Ecotech-Pavilion.

Ten agencies featured their Stories of Resiliency through a video presentation. Each presentation was

anchored on how the organization adapts to meet both its internal and external challenges. They also shared how they formulate responses to ensure continuity of public service despite disruptions.

Former Regional Director of the National Economic and

CSC Eastern Visayas ... from page 21

COVID-19 pandemic. These agencies were: City Government of Tacloban; Municipal Government of Capul, Northern Samar; Municipal Government of Macrohon, Southern Leyte; Municipal Government of Paranas, Samar; Municipal Government of Pagsanghan, Samar; Municipal Government of San Jose, Samar; Provincial Government of Biliran; Bureau of Jail Management and Penology Region VIII; Department of Education Schools Division of Eastern Samar; Department of Education Schools Division of Maasin City; Department of Social Welfare and Development Field Office VIII; Eastern Visayas Medical Center; Eastern Samar State University; and Visayas State University.

For the Honor Awards Program (HAP), the regional awardees for the Civil Service Commission Pagasa regional winners: (Individual Category) Jayson C. Laure of the Department of Education Schools Division of Northern Samar; (Group Category) VSU Stewards of the Sea and VSU ICT Catalysts of the Visayas State University were feted.

Four regional winners were awarded the Presidential *Lingkod Bayan*

Regional namely: Department of Education Schools Division of Leyte, Schools Division Superintendent Dr. Manuel P. Albano; Visayas State University Professor Dr. Anabella B. Tulin; Samar State University President Dr. Marilyn D. Cardoso, and University of Eastern Philippines President Dr. Cherry I. Ultra. The *Lingkod ng Bayan* Award is given to individuals and groups for accomplishments that have a nationwide impact.

The lone regional awardee for the Outstanding Public Officials and Employees or *Dangal ng Bayan* Award is Social Welfare Officer III Georgina M. Bulasa of the Department of Social Welfare and Development Field Office VIII. The *Dangal ng Bayan* award is given to individuals who manifested behavior according to R.A. 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees..

Certificates of recognition were given to agencies for obtaining PRIME-HRM Maturity Level II in one or more HR Systems (Recruitment, Selection, and Placement or RSP; Performance Management or PM; Learning and Development or

L&D; and Rewards and Recognition or R&R) namely: Bureau of Jail Management and Penology Region VIII (4 HR Systems); Department of Education Schools Division of Baybay City (4 HR Systems); Department of Education Schools Division of Eastern Samar (4 HR Systems); Department of Education Schools Division of Samar (4HR Systems); Department of Education Schools Division of Ormoc City (L&D and R&R); Municipal Government of Macrohon, Southern Leyte (RSP and PM); Municipal Government of Liloan (PM); and Eastern Visayas State University (R&R).

The PRIME-HRM Bronze is given to agencies for having managed and implemented its human resource management systems according to documented processes, thereby achieving a process-defined HRM in the four core HRM systems under the enhanced PRIME-HRM. The PRIME-HRM Bronze Awardees in Region VIII for 2022 are as follows: Municipal Government of Bato, Leyte; Municipal Government of Catarman, Northern Samar; City Government of Catbalogan; and Eastern Samar State University.

CSC Acting Assistant Commissioner Atty. Karin Litz P. Zerna, assisted by CSC RO VIII Director IV Atty. Marilyn E. Taldo and Acting Director III Atty.



Participants of the Conversations with Local Leaders in Eastern Visayas intently listened to the topics of the forum.

The topics during the Day 1 of the 2022 Conversations with Local Leaders in Eastern Visayas are as follows: Building Resilient and Future-Ready Organizations, discussed by CSC Acting Commissioner Atty. Karin Litz P. Zerna; Facilitating Change Among Local Government Units in Eastern Visayas discussed by DILG RO VIII Regional Director Arnel M. Agabe, CESO III; and Embracing Gender Equality, Diversity and Social Inclusion in Workplace, discussed by CSC FO-Leyte II Director II Ma. Natividad L. Costibolo.

Day 2 of the event covered the topics: Enhancing Staffing Patterns and Organizational Structures in Local Government, discussed by Human Resource Policies and Standards Office Director IV Atty. Jennifer L. Timbol; Observing Government Working Hours and Leave of Absence in the New Normal discussed by CSC RO VIII Regional Director, Atty. Marilyn E. Taldo; Processing of Appointments and Other HR Actions in Government discussed by CSC FO-Eastern Samar Director II Michael M. Dela Cruz; and Implementing Administrative Discipline in Government Offices discussed by CSC RO VIII Acting Assistant Regional Director Atty. Flordeliza C. Algas.

Flordeliza C. Algas, awarded the certificates of recognition/plaques to the 2022 service excellence awardees.

In his video message, CSC Chairperson Karlo A. B. Nograles reiterated the importance of good governance in public service. In his concluding message, he quoted the food for thought from Pope Francis, "Every man, every woman who has to take up the service of government must ask themselves two questions, *Do I love my people in order to serve them better? Am I humble and do I listen everybody to*

diverse opinions in order to choose the best path. If you don't ask those questions, your governance will not be good. This is especially true for us, government leaders. We need to constantly ask ourselves if we are ready for the sacrifices that public service entails and make the noble task of serving our fellow Filipinos our top priority. To the local leaders of Eastern Visayas, thank you for your continuing support towards the CSC. Our solid partnership is guided by our shared vision of providing good governance and excellent public service to the Filipino."

An integration of the topics discussed was handled by Director II Emmanuel L. Fuentes of CSC FO-Samar, where he encouraged everyone to put into action what they have learned and, guided by a shared vision, to work and soar high together for Eastern Visayas. The two-day activity concluded with CSC RO VIII Regional Director Marilyn E. Taldo's message of support. ®



Awardees pose for a souvenir photo at the CSC Regional Office VIII's awards ceremony.

THE YEAR 2022 in a SNAPSHOT



The CSC's Commission en banc joined by officials from the central and regional offices during the Executives' Conference held last November.

“We are emerging from two years of varying quarantine levels nationwide. We are hopeful and cautious as we move forward from what we assume as the harshest period of the COVID-19 pandemic. Like the Philippine Development Plan, many of our visioning programs were revised and realigned. Still, daghang salamat for the steadfast dedication to duty, the bravery, and resourcefulness of our 1.8 million human capital in the public sector to ensure that government services continue to reach our people when they need them most.”

Civil Service Commission (CSC) Chairperson Karlo A.B. Nograles said this during his inaugural speech last March when he was appointed to take the reins of the Commission. He solicited the full support of all the officials and employees of the CSC to make sure that 2022 would be a meaningful and fruitful year as the bureaucracy transitions toward a better normal.

The final issue of the CS Reporter for 2022 is a salute to each and everyone in the CSC for performing with excellence and integrity in every task, whether it be big or small; for reinventing, upgrading, and innovating in the way we deliver work to keep up with the ever-changing demands of our current times; and for forging ahead and showing up even when the times are tough.

January: Strict call to simplify public service delivery



Director IV Maria Luisa Salonga Agamata of the CSC's Public Assistance and Information Office shares salient provisions of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Violations of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018 are considered administrative offenses.

In Resolution No. 2000222, the CSC amended the 2017 Rules on Administrative Cases in the Civil Service (RACCS) to be consistent with the provisions of R.A. No. 11032.

Under said provisions, violations include the refusal to accept an application or request with complete requirements being submitted by an applicant or requesting party without due cause, the imposition of additional requirements or additional costs that are not in the Citizen's Charter, and failure to give the applicant or requesting party a written notice on the disapproval of an application or request.

The failure to render government services within the prescribed processing time on any application or request without due cause, failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break, and failure or refusal to issue official receipts are also considered violations.

These acts are punishable by suspension from the service for six (6) months for the first offense, and dismissal from the service on the second offense.

Meanwhile, the act of fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage shall be punishable with dismissal from the service on the first offense.

Said resolution was published on 10 December 2021 and took effect fifteen (15) days after.

R.A. No. 11032 was enacted on 28 May 2018 amending Republic Act No. 9485 or the Anti Red Tape Act of 2007, to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business-related transactions in government.

Streamlining systems and procedures is part of modernizing the government and adopting to the new normal, which requires the use of technology to better serve clients.

As the central human resource management institution of the Philippine government, the CSC continues to enjoin government agencies to reach for higher HR maturity levels as a means to improve their services even during times of crisis.

February-March: CSC welcomes Commissioner Acosta and Chairperson Nograles



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THE YEAR ... from page 25

Atty. Ryan Alvin R. Acosta was appointed as Commissioner of the CSC in January 2022.

Commissioner Acosta served as Deputy Executive Secretary for Legal Affairs of the Office of the President before he was nominated to said new role. His nomination was confirmed by the Commission on Appointments on 2 February.

Commissioner Acosta started his career as Foreign Affairs Research Specialist at the Foreign Service Institute from 2000 to 2006, then moved to the private sector as associate and legal counsel from 2007 to 2015, and returned to government service as technical assistant at the Office of the President in 2015. He was appointed as Deputy Executive Secretary for Legal Affairs in an acting capacity in July 2016, then formally assumed said position in December 2017.

He replaced former Commissioner Leopoldo Roberto W. Valderosa Jr., who finished his term in February 2020.

Meanwhile, it was in March that the CSC welcomed the ad interim appointment of former Cabinet Secretary Karlo Alexei B. Nograles as its new chairperson.



CSC Chairperson Nograles being greeted by members of the Commission on Appointments during his first deliberation in March.

In a letter signed by President Rodrigo Roa Duterte dated 4 March 2022, Nograles was appointed as “ad interim chairman, Civil Service Commission, for a term expiring on 02 February 2029, vice Alicia Dela Rosa-Bala” who ended her term last 2 February.

Chairperson Nograles’ appointment completed the CSC’s three-member Commission en banc, composed of a chairperson and two commissioners, occupied by Commissioners Lizada and Ryan Alvin R. Acosta who joined the CSC in December 2018 and February 2022, respectively.

He was renominated by President Ferdinand R. Marcos Jr and was confirmed by the Commission Appointments on 7 September.

Nograles served three terms as representative of the 1st District of Davao City from 2010 to 2018, during which he chaired the Committees on Labor and Employment (16th Congress) and Appropriations (17th Congress), after which he was appointed as Cabinet Secretary by President Duterte in November 2018. Under the president’s administration, he also served as presidential spokesperson and co-chair and spokesperson of the Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF-EID).

April: Call for the review of HR policies to empower women



Commissioner Aileen Lourdes A. Lizada leads the discussion in one of the workshops of the CSC Executives’ Conference.

Amid the celebration of National Women’s Month, the CSC urged government agencies to reassess their human resource (HR) systems and policies toward ensuring a more inclusive and supportive workplace for women.

The CSC said that women comprise 55% of the civil service (pegged at 1,755,424 as of August 2021), and are and should be treated as essential partners in governance and nation-building.

CSC Chairperson Karlo Nograles said that, while economic participation of women in the civil service can be considered high, there is a need to take a deeper look into how they are actually faring at work. “Are there factors making it harder for women to go up the career ladder? Do women find it doubly challenging to keep up with the demands of work, considering their multiple roles in the household and at the office? Are there open communication lines and formal systems in place that can encourage women to speak up about sexual harassment, prejudice, and other workplace issues?”

Chair Nograles added that agencies are duty-bound to strictly implement existing policies that address the specific gender needs of women, particularly those relating to special leave benefits, equal employment opportunity, and protection and prevention against sexual harassment.

He cited CSC Resolution No. 2100064 dated 20 January 2021, circularized via Memorandum Circular No. 11, s. 2021, wherein provisions of the 2017 Rules on Administrative Cases in the Civil Service were amended, particularly those that pertain to the offense of sexual harassment. Specifically, it expanded the definition of sexual harassment as an administrative offense, and reiterated the duties and responsibilities of the Committee on Decorum and Investigation (CODI) as well as the head of the agency in deterring the occurrence of sexual harassment cases within the agency.

In the said Resolution, the administrative offense of sexual harassment was expanded to include sexual harassment in streets and public spaces which is committed through any unwanted and uninvited sexual actions or remarks against any person regardless of the motive for committing such action or remarks. Acts constitutive of sexual harassment in streets and public spaces are those performed in buildings, schools, churches, restaurants, malls, public washrooms, bars,

internet shops, public markets, transportation terminals or public utility vehicles. Acts may include catcalling, wolfwhistling, unwanted invitations, misogynistic, transphobic and sexists slurs, persistent uninvited comments or gestures on a person’s appearances, relentless request for personal details, statement of sexual comments and suggestions, public masturbation or flashing of private parts, groping, or any advances, whether verbal or physical, that is unwanted and has threatened one’s sense of personal space.

May: CSC reiterates post-elections appointment guidelines



The CSC reminded government agencies that, as a general rule, appointments issued after the 9 May election up to 30 June 2022 shall be disapproved or invalidated.

The CSC advised outgoing elective and appointive (coterminous with the President) officials who act as appointing authorities that issuing appointments during the said period are only allowed if the appointee meets the approved minimum qualification standards or qualification standards required under special law, if any, for the position to which he/she was appointed; the appointee has undergone the Human Resource Merit Promotion and Selection Board (HRMPSB)

(continued on page 28)

screening prior to the election ban. In this case, the appointing officer/authority or agency shall submit the minutes of the HRMPST meetings and the evaluation report of the applicants; there is an urgent need for the issuance of the appointment/s so as not to prejudice public service or endanger public safety; and Civil Service Law, rules and regulations, and special laws, if any, on the issuance of appointments are followed.

This is pursuant to Sections 112 and 113 of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA) as revised by CSC Resolution No. 1800692.

The CSC stressed that appointments issued after the elections up to 30 June that do not meet the said requisites shall be disapproved or invalidated upon their submission for attestation.

This was approved by the Civil Service Commission (CSC) in CSC Resolution No. 2200209 promulgated on 18 May 2022. The policy will take effect fifteen (15) days after its publication (31 May 2022), or on 15 June 2022.

The CSC emphasizes that flexible work arrangements are subject to the discretion of the head of agency on the condition that all their stakeholders are assured of continuous delivery of services from 8:00 AM to 5:00 PM.

During the State of Public Health Emergency, the Commission issued interim guidelines authorizing government agencies to implement alternative work arrangements based on the mandate and functions of the agency, to answer the exigencies of public service at the height of the pandemic that limited the movement of government workers.

The CSC seeks to institutionalize flexible work arrangements as part of the nationwide effort to transition from a state of public health emergency to the new normal. It serves as a preventive measure to safeguard the health, safety, and welfare of government officials and employees while ensuring

the government's continued operations and efficient delivery of public services.

With this policy in place, the CSC aims to improve work-life balance, encourage the adoption of information and communications technology (ICT) for remote work, and provide reasonable work arrangements for vulnerable employees such as senior citizens, pregnant women, immunocompromised individuals. The CSC emphasizes that flexible work arrangements are subject to the discretion of the head of agency on the condition that all their stakeholders are assured of continuous delivery of services from 8:00 AM to 5:00 PM.

For those recovering from sickness/injuries and issues of mobility. Safe work spaces and compliance with occupational health and safety standards are ensured in the implementation of flexible work arrangements.

As a parallel policy to the Telecommuting Law of the private sector, the flexible work arrangement guidelines covering 1.7 million government employees regardless of the status of appointment, will certainly change the landscape of work in the country. The CSC is confident that greater flexibility will lead to increased productivity as the work environment becomes more responsive to employees' unique individual needs.

The CSC encouraged all government officials and employees and their families to get the COVID-19 booster shot to increase their immunity and protection against the COVID-19 virus.

CSC reiterated its policy allowing government officials and employees to file for excused absence for absences due to COVID-19 vaccination. Under 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" issued on 12 November 2021, government officials and employees may avail themselves of the excused absence under the following conditions:

- 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 to be filed five (5) days prior to the scheduled vaccination date, if applicable; 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

June: Approval of milestone 'flexi-work' for gov't employees

The policies provide **adaptable and responsive work schemes** for government officials and employees **to manage any current or emergent situations**, and thus, **ensure continuity in public service delivery**, while protecting the health, safety, and welfare of civil servants.



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Per CSC Resolution No. 2200209, flexible work arrangements include:

- (1) Flexiplace, wherein officials and employees may be authorized to render services away from their office;
- (2) Compressed work week, in which the 40-hour work week is compressed into four (4) days or less, instead of five (5);
- (3) Skeleton workforce, where a minimum number of personnel will be required to report to the office when full staffing is not possible;
- (4) Work shifting for agencies required by law to operate 24/7 or agencies required to observe workplace health and safety protocols;
- (5) Flexitime, where employees are allowed to report between 7 a.m. to 7 p.m. provided they complete the required 40-hour workweek; and
- (6) Combination of flexible work arrangements that may be adopted by an agency according to what is appropriate or applicable to its mandate and functions.

The adoption of flexible work arrangements may be allowed on a regular or recurring basis, situational, or for medical reasons.

July: Reminder on availment of excused absence and special leave privileges for COVID-19 booster



Commissioner Ryan Alvin R. Acosta during the PinasLakas blitz hosted by the CSC.

(continued on page 30)

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.

August: Biggest conduct of civil service exams held since start of pandemic



Examinees of the August CSE. Despite the high turnout, CSC noted the lack of untoward incident before, during, and after the exams.

In August, the CSC had the biggest turnout of examinees in a single day since the COVID-19 pandemic started in 2020 with the holding of the Career Service Examination (CSE) Professional and Subprofessional levels in pen-and-paper mode and the Intermediate Competency on Local Treasury Examination (ICLTE).

The CSE-Professional test was taken by 117,907 or 93.92% of the registered 125,541 examinees. Meanwhile, 20,764 or 93.54% of the 22,199 expected examinees took the Subprofessional level.

In addition, 379 examinees or 87.13% of the 435 registered examinees were able to take the ICLTE.

Philippine government celebrated its 122nd Civil Service Anniversary



122nd Philippine Civil Service Anniversary kick-off in Central Visayas led by CSC Regional Office VII and participated virtually and onsite by various government offices.

Weekly online activities and special treats were made available for government workers for the whole month of September in celebration of the 122nd Philippine Civil Service Anniversary (PCSA).

The CSC partnered with various government agencies and private establishments to bring health and wellness, skills-oriented activities, and special discounts for civil servants.

On Week 1 or *Linggo ng Lingkod Bayani*, the month-long anniversary was kicked-off with an online Zumbayani held on 1 September. Proceeds of the activity will go to the *Pamanang Lingkod Bayani* (PLBi) program, a special project honoring civil servants who died in the line of duty.

Government workers are encouraged to support the PLBi program as help to the families of fellow state employees who lost their lives in the service of the Filipino. Through the program, the families of qualified nominees are provided with one-time financial assistance, as well as scholarship opportunities in partnership with the Philippine Association of State Universities and Colleges.

Week 2 or *Linggo ng Paglilinang ng Yamang Tao* was highlighted by the conduct of the 2022 Public Sector Human Resource Symposium. Considered as the

largest gathering of human resource practitioners in government, it was held virtually for the second year on 14-16 September.

Themed, *Building Resilient Organizations: Honing Agile and Future-Ready Leaders and HR Practitioners*, the symposium featured the strategic role of government leaders and HR practitioners in building resilient organizations as well as in developing resilient human capital.

On Week 3 or *Linggo ng Malasakit*, the CSC collaborated with JobStreet Philippines to bring together agencies and job seekers in a virtual venue for a convenient hiring and application process. The Government Online Career Fair or GOCF was held from 19 to 23 September 2022.

For Week 4 or *Linggo ng Pasasalamat*, an Appreciation Program for Government Frontliners and Workers was held to cap the month-long celebration. The event sought to honor government frontliners and their priceless contributions in mitigating the effects of the COVID-19 pandemic as well as other crises experienced since last year.

Along with the virtual activities were special treats provided by partner organizations, as a way of providing government workers with respite from the challenges and transitions given the new normal in the workplace, while at the same time, promoting productivity and wellbeing.



CSC officials during the opening of the CCB: Isang Dekada ng Paglilingkod exhibit.

The Contact Center ng Bayan (CCB) celebrated its 10th anniversary on 27 September 2022 with a virtual summit, where it bared its accomplishments as one of the Philippine government's main feedback facilities.

The event, dubbed CCB: *Isang Dekada ng Paglilingkod Virtual Summit*, highlighted the facility's decade-long service as the Filipino citizen's direct line in providing feedback on the efficiency of government service delivery.

Part of the summit was the recognition of top 20 agencies with the highest resolution rate for complaints for the past decade. The Department of Public Works and Highways led the pack with a resolution rate of 98.99% (1,171 resolved out of 1,183 complaints); followed by the Metropolitan Manila Development Authority with 98.55%; Philippine Overseas Employment Administration, 98.32%; Department of Labor and Employment, 97.82%; and Department of Foreign Affairs, 97.35%.

In its 10 years of service, the CCB has received and acted on more than one million concerns of the Filipino people on government frontline services.

Republic Act No. 11032 (RA 11032) or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 requires the inclusion of the CCB as part of the complaints mechanism in the Citizen's Charter of every government agency.

In addition, the CCB's report on complaints resolution rate is now one of the validation criteria for the grant of the annual Performance Based Bonus from FY2021 onwards, in accordance with the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information, and Reporting Systems (IATF AO25) issuances.

October: CS exams continue its momentum



Takers of the CSE pen-and-paper test last 23 October 2022.

A total of 74,766 examinees took three (3) civil service examinations on 23 October. This number represents 92.50% of the 80,826 registered examinees nationwide.

The actual number of test takers are as follows: 59,092 for the Fire Officer Examination (FOE); 9,711 for the Penology Officer Examination (POE); and 5,963 for the Basic Competency on Local Treasury Examination (BCLTE).

Top CSC officials visited different testing sites to inspect the actual conduct of the exams. CSC Chairperson Karlo

Nogralles visited Ponciano Bernardo Elementary School and Ponciano Bernardo High School in Cubao, Quezon City, while Commissioner Ryan Alvin Acosta inspected Pampanga High School in San Fernando, Pampanga.

Assistant Commissioner Ariel Ronquillo and Acting Executive Director IV Victoria Esber visited Don A. Roces Sr. Science and Technology High School, Manuel Roxas High School, and Aurora A. Quezon Elementary School, all in Quezon City. Acting Assistant Commissioner Karin Litz Zerna visited Quezon National High School, Gulang-Gulang National High School, and Lucena City National High School in Lucena City; and Talipan National High School, Pagbilao, Quezon.

November: CSC Chief addresses ministers of ASEAN civil service

CSC Chairperson Karlo Nogralles delivered a congratulatory message at the 2022 ASEAN Conference on Civil Service Matters Plus Three (ACCSM+3) International Conference on Human Resource Management in the Public Sector held Tuesday, 1 November, at the Sejong Convention Center, Sejong, Republic of Korea.

The conference was attended by ministers and senior officials of ACCSM+3: the ACCSM which is composed of the civil service of the 10 ASEAN Member States (AMS), and the Plus Three Countries—China, Japan, and the host country, Republic of Korea.

Senior officials from the King's College of London, the Australian Public Service Commission, Organisation for Economic Co-operation and Development (OECD), and the United Nations Development Programme (UNDP) were also present at the event.

In his message, Chairperson Nogralles congratulated Minister Kim Seung Ho and the Ministry of Personnel Management of the Republic of Korea for successfully hosting the said conference. "This will surely serve as an avenue to gather and disseminate knowledge on recent advancements in emerging areas of human resource administration and reforms as well as HR innovations in managing global changes," he said.

He also noted the significance of ASEAN cooperation, especially in advancing personnel administration in the Philippines and the entire region, as the world starts to transition to the so-called "new normal" following the height of the COVID-19 pandemic.

"As we continue to face similar challenges, it is comforting to know that we are not alone in our

struggle and that we have a network of people and organizations that can help us in our own efforts to find solutions. To be able to gather together with our counterparts in ASEAN as well as the Plus Three Countries and learn from each other's innovations and best practices is always a welcome experience," he said.

December: CSC expresses appreciation to all civil servants

CSC Chairperson Karlo A. B. Nogralles expressed gratitude to all public servants for striving hard to deliver service excellence despite yet another challenging year. In his year-end message, he said "We are grateful to all of our government workers for the unwavering dedication to serve the Filipino people amid the challenges brought by the continuing pandemic and the numerous natural calamities we faced this year. We salute you for forging ahead and showing up even when times are tough."

Chairperson Nogralles also appealed for the remembrance and honoring of fellow civil servants who sacrificed their lives to serve the Filipino people. "Hindi rin natin makakalimutan ang ating mga katrabaho na nagbuwis ng kanilang buhay sa gitna ng pagsasagawa ng kanilang gampanin bilang mga lingkod bayan. Sila ang ating mga lingkod bayani. Let us honor their legacy and be inspired by their examples to do our very best in the service of our people."

He advised government workers to reflect on the season. "With all of the triumphs and tribulations we have experienced this year, may our Christmas celebrations be centered on giving thanks to the Almighty for all the blessings He has showered upon us; let us also honor ourselves, our colleagues, our friends, and families for braving yet another difficult but fulfilling year."

He added, "May the spirit of Christmas embrace you and your loved ones and I share my prayers that you be covered in love, health, and protection always." •

New Challenges and Inspiring Innovation in Personnel Administration in the Era of Transformation



CSC Chairperson Nogralles attended his first ACCSM+3 Meeting which was hosted by the Republic of Korea.

EXECUTIVE LETTER



Honorable President Ferdinand “Bong Bong” Marcos, Jr., Members of the Career Executive Service Board, Career Service Board Secretariat, agency heads, career executives from various national government agencies and public corporations from all over the country, distinguished guests, subject matter experts, *mga kapwa ko lingkod bayan, isang magandang araw sa lahat! Maayong adlaw kaninyo nga tanan!*

Sampu ng bumubuo ng Komisyon sa Serbisyo Sibil, amin ang karangalan na maging bahagi ng Kongresong ito as we come together, and celebrate 49 years of efficient and dedicated public service to the Filipino people. On a personal note, today is another personal milestone for me as I get to address the country’s career executives as Chairperson of the Civil Service Commission and as chair of the Career Executive Service Board, and my first CES Lifelong Learning for Leadership Congress in both capacities.

But as everyone in this hall can attest to, with hard work and solid vision, anything is possible—the past almost three years of unprecedented and multi-faceted challenges brought about by the pandemic solidified this common belief. Even as we felt discouraged, confused, and uncertain at times during the unprecedented pandemic, through creativity, innovation, and our unwavering desire to serve, the Career Executive Service Board and the CSC remained resilient, and even achieved milestones in public service. And we will only get better from here.

ReboundCES: Bounce Back Better*



His Excellency, President Ferdinand R. Marcos Jr. was the guest of honor during the CES Lifelong Learning for Leadership Congress.

For this year’s CESC, our theme, “ReboundCES: Bounce Back Better” perfectly encapsulates what we aim to do in the months and years to follow. Guided by our commitment to build a better and more resilient nation; and our knowledge that we can accomplish what we set our minds to no matter what lies ahead; we will undoubtedly bounce back, better, and stronger than ever before.

In that process of rebounding, career executives must inspire and encourage reforms and innovations in the bureaucracy that will lead to better governance systems for the Filipinos. And through our fervent will to be good leaders, we must be able to come up with projects and plans that directly address the people’s needs.

The CSC and CESB are partners in realizing this vision of building a better nation with our respective mandates to “establish a career service and adopt measures to

promote morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the civil service. To strengthen the merit and rewards system, integrate all human resource development programs for all levels and ranks, and institutionalize a management climate conducive to public accountability.” We are tasked to develop a high-performing and efficient civil service system for our 1.8 million *lingkod bayan* who are the driving force behind the achievement of peace and security, economic stability, and social equality in the country.

Our participants here led by no less than the President, Bongbong Marcos, the career service executives are visionaries, and in our goal to bounce back better as a nation, visionaries are of course vital. Our insight, and our abilities to create and imagine, have kept us afloat and triumphant despite adversity. And through our vision and the vision of President Bongbong Marcos, our shared vision complemented by action, we can pave the way for our nation to move forward.

And since our goal for this year’s CESC is to be more than what we are now: we must push ourselves to be better.

**Message of Chairperson Karlo A. B. Nograles for the 2022 CES Lifelong Learning for Leadership Congress, 22 November 2022*

And the first step to attain this vision is by continuously transforming ourselves as individuals in public service, since everything begins with the self, let us look within ourselves, and work on what we can change and improve as civil servants. Together, the better individuals that we become the better organizations we will create.

Likewise, in this year's CESCEN, it is important that we reflect. While we are aware of our strengths, having survived-and thrived in even the harrowing years of the pandemic, we must use that experience to re-examine ourselves, our work ethics, our values, our processes, our projects, and activities, and think of how we can improve these even more. We must focus on learning and development, in capacity building initiatives that would enable our government workforce to rapidly and effectively respond to ever evolving changes of the time.

Aligned to this is the CSC's implementation of the Strategic Performance Management System or SPMS, while also recognizing the need to recalibrate work targets and work outputs, affecting performance appraisal systems due to the pandemic. The CSC allowed agencies to draw up their recalibrated parameters and performance standards to reflect upon the prevailing the conditions. And I believe that most of our career executives here played a vital and important role to implement these in your respective organizations.

Finally, we must always welcome change. We know that with the new leadership, with a new president at the helm, comes several opportunities to reshape what we have become accustomed to, and to introduce new methods, ideas, and technologies that can revolutionize our current processes in the public service. Becoming better entails that we will have to take risks, and I hope

Image credit: PTV

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Digitalization, as mentioned by the chairman (Karlo Nograles) is certainly a very, very important first step. It is a necessary first step. If we do not digitalize properly, we do not digitalize and digitize properly government function, we will never catch up.

Maiwanan tayo ng ating mga karatig bansa, kaya't kailangan matuto na tayo. Magaling naman ang Pilipino ryan. It's just a question of us who call ourselves the leaders in government.

It is up to us to provide them that training. We have to give them that training. And we have to have the capability for training all our people so that the work that we do is more efficient and is more responsive to the actual situation that is being faced by the bureaucracy and by the citizens.

President Ferdinand R. Marcos Jr.
Excerpts from speech during the 49th Founding Anniversary of CESB November 22, 2022

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that at this conference, we are able to reflect on what other changes must still be done to pave the way forward for us, and for our clientele, the Filipino people.

Among the changes that the President spoke to me about and the CSC strongly advocates for is the digital transformation of the Philippine bureaucracy. We have to apply the lessons that we learned in the past three years to improve our processes and our services to give more efficient, seamless and responsive services to our stakeholders. And I encourage our CESOs and CESEs here to be champions of digital transformation and lead our government workers on future-proofing our public service delivery. For our part, rest assured that the CSC will endeavor to be the precursor of an agile, resilient, and future-ready government office.

To our CESOs, let me remind you that the highest standards should always be surpassed. I trust that even as we think that we have achieved the very best, there is always room to do more and we must strive to be better. I trust that your professionalism, integrity, tenacity, and zeal will bring our quality of governance to greater heights, with the leadership of President Bongbong Marcos.

So to the organizers of the 2022 CESCEN and the Career Executive Service Board, thank you very much for your support to the President and to us in the CSC. Let us continue our solid partnership guided by our shared vision of better governance and service delivery that will impact the lives of more than 100 million Filipino people.

It is my hope that we learn fresh ideas and welcome new perspectives at this CESCEN 2022 that will lead to more transformations inside and outside our respective organizations. I challenge each one of you here to give your all in this year's CESCEN, to relearn, to gain new knowledge that will aid in our vision: to bounce back better, and to build a better and brighter future for the Philippines. And this is what our country and fellow Filipinos deserve.

Isang karangalan ang maglingkod sa bayan kaya taas noo, CESO!

Daghang salamat. Mabuhay po kayo at mabuhay ang serbisyo publiko!

“
 Among the changes that the President spoke to me about, and the CSC strongly advocates for, is the **digital transformation of the Philippine bureaucracy**. We have to apply the lessons that we have learned in the past three years to improve our processes and our services to give **more efficient, seamless, and responsive services** to our stakeholders. I encourage our CESOs and CESEs here to be champions of digital transformation and **lead our government workers on future-proofing** our public service delivery.”

ATTY. KARLO A. B. NOGRALES
 Chairperson, Civil Service Commission

From his speech at the CESB 49th Founding Anniversary and CES Lifelong Learning for Leadership Congress 22 November 2022




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Bayaning guro headlines rooster of *Dangal ng Bayan* recipients

Tamalagon Integrated School Head Teacher I Ju-Im T. Jimlan's painful experiences as a child growing up in Marawi motivated him to be the best teacher he can by knowing that education is key in changing a child's life. He developed innovative teaching approaches and information materials such as *Tuklas-Aral*, *Bisita-Kumustahan*, *Modyul Mo*, *Hatod Ko*, among others. He is active in community work, volunteering as a responder during Typhoon Odette and organizing donation drives for COVID-19 frontliners.

"For upholding public interest, particularly student welfare, over and above personal interest, he is one of this year's recipient of the Outstanding Public Officials and Employees or Dangal Ng Bayan award." The accomplishments of Teacher Jimlan were shared by Civil Service Commission Chairperson Karlo A. B. Nograles as he announced the winners of the 2022 Search for Outstanding Government Workers.

Rounding up the 2022 *Dangal ng Bayan* awardees are: State Auditor IV Adeline P. Baarde of the Commission on Audit in Tuguegarao City; Social Welfare Officer III Georgina M. Bulasa of the Department of Social Welfare and Development Field Office VIII in Tacloban City; Elementary School Principal II Rowan L. Celestra of Buenavista Elementary School, Department of Education, Sorsogon West District In Sorsogon City; Administrative Assistant II Thea Maria Rica S. Del Rosario of the Department of Social Welfare and Development Regional Office III in San Fernando City, Pampanga; Customer Associate Reymond D. Gonzales of the Landbank of the Philippines-Zamboanga Main Branch in Zamboanga City; Planning Officer II Adrian A. Jandusay of the Municipality of Sampaloc in Quezon Province; Librarian II Antonio L. Morada under the Curriculum and Learning Management Division of the Department of Education Regional Office V in Legazpi City; Tarlac City's San Manuel Elementary School Teacher III Rizalina R. Nacpil; and Medical Specialist III Dr. Annie Claire B. Pekas of the Luis Hora

Memorial Regional Hospital in Bauko, Mountain Province.

The *Dangal ng Bayan* Award is conferred to an individual for performance of extraordinary act or public service and consistent demonstration of exemplary ethical behavior on the basis of the employee's observation of the eight norms of conduct provided under R.A. No. 6713.

The full list of the 2022 awardees of the Search for Outstanding Government Workers is posted on the CSC website: www.csc.gov.ph.

The annual Search for Outstanding Government Workers is administered by the CSC'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 at www.facebook.com/civilservicegovph.

CSC cites government workers for initiatives to uplift communities

"It is with pride that I announce the winners of the Civil Service Commission (CSC) Pagasa Award as these *lingkod bayani* are considered gems in public service. They belong to that distinct group of government workers who quietly and without fanfare, pursued their public service mandates with indefatigable commitment, excellence, and integrity, to the extent of putting their lives on the line in the spirit of delivering much needed services, especially in the grassroots."

This was remarked by CSC Chairperson Karlo A. B. Nograles as he announced the winners of the 2022 Search for Outstanding Government Workers. The annual Search has three categories—the Presidential *Lingkod Bayan*, Outstanding Public Officials and Employees or *Dangal ng Bayan*, and the CSC Pagasa, which is conferred to individual or group of individuals for outstanding contributions that directly benefit more than one department of the government.

One of the recipients of the award is the Community-based Rice Mushroom Production Team of the Bataan Peninsula State University (BPSU). Their initiative uplifted the lives of rice farmers in Bataan by introducing and promoting an integrated farming system approach through mushroom production, vermin composting, and off-season vegetable production using rice straws. The team's research-based technology transfer trainings, capacity building on crop diversification, and entrepreneurial skills development for farmers have significantly improved the latter's production capacity, productivity, competitiveness, and sustainability.

Another CSC *Pagasa* awardee is from the Department of Education's Division of Panabo City in Davao del Norte, Chief Education Supervisor Ailene B. Añonuevo. She made sure that education is accessible to indigenous peoples or IP. Her research on the alarming dropout rate of IP learners due to the distant location of their schools, as well as her dedication to initiate the project and establish partnerships with donors, led to the construction of *Balay Paglaum Para sa Estudyanteng Lumad*, an initiative

which resulted to zero non-reader and zero dropout records, and with IP beneficiaries finishing secondary education.

Rounding up the recipients of the CSC *Pagasa* are: Professor VI Edward A. Barlaan of the University Of Southern Mindanao, Kabacan, North Cotabato; Master Teacher I Pablita R. Cabarles of Manga National High School, Division of City Schools-Tagbilaran City, Department of Education; City Government Department Head I (City Health Officer) Dr. Fulbert Alec R. Gillego of the City Government of Legazpi; and the eGOV Technical Team of the Provincial Local Government Unit of Davao De Oro.

The annual Search for Outstanding Government Workers is administered by the CSC'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 at www.facebook.com/civilservicegovph.

2022 OUTSTANDING PUBLIC OFFICIALS AND EMPLOYEES OR *DANGAL NG BAYAN* AWARDEES

The *Dangal ng Bayan* Award is given to an individual for performance of an extraordinary act of public service, and consistent practice of exemplary ethical behavior under Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees.



ADELINE PEDRO BAARDE
State Auditor IV
Commission on Audit
Tuguegarao City



GEORGINA MORALES BULASA
Social Welfare Officer III
Department of Social Welfare and
Development Field Office VIII
Tacloban City



ROWAN LASALITA CELESTRA
Elementary School Principal II
Department of Education
Buenavista Elementary School
Sorsogon West District
Sorsogon City



**THEA MARIA RICA
SUMANG DEL ROSARIO**
Administrative Assistant II
Department of Social Welfare and
Development Regional Office III
City of San Fernando, Pampanga



REYMOND DECIAL GONZALES
Customer Associate
Landbank of the Philippines
Zamboanga Main Branch
Zamboanga City



ADRIAN ANARETA JANDUSAY
Planning Officer II
Municipality of Sampaloc
Quezon



JU-IM TEFORA JIMLAN
Head Teacher I
Department of Education Tamalagon
Integrated School
Tangalan, Aklan



ANTONIO LOTERTE MORADA
Librarian II
Curriculum and Learning
Management Division
Department of Education
Regional Office V
Legazpi City



RIZALINA RAMOS NACPIL
Teacher III
Department of Education
San Manuel Elementary School
Tarlac City Schools Division
Tarlac City



DR. ANNIE CLAIRE BOTENGAN PEKAS
Medical Specialist III
Luis Hora Memorial Regional Hospital
Bauko, Mountain Province

2022 CIVIL SERVICE COMMISSION *PAGASA* AWARDEES

The CSC *Pagasa* Award is given to an individual or group for outstanding contributions resulting from an idea or performance that directly benefits more than one department of the government, pursuant to Executive Order No. 292, s. 1987 and its implementing rules and regulations.

INDIVIDUAL CATEGORY



AILENE BATULAN AÑONUEVO
Chief Education Supervisor
Department of Education -
Schools Division of Panabo City
Davao Del Norte



EDWARD ADOLFO BARLAAN
Professor VI
University of Southern Mindanao
Kabacan, North Cotabato



PABLITA RASONABE CABARLES
Master Teacher I
Department of Education
Manga National High School
Division of City Schools
Tagbilaran City



DR. FULBERT ALEC RODRIGUEZ GILLEGO
City Government Department Head I (City Health Officer)
City Government of Legazpi
Legaspi City

GROUP CATEGORY

COMMUNITY-BASED RICE MUSHROOM PRODUCTION TEAM

Bataan Peninsula State University
City of Balanga, Bataan

Team Leader : **Rina Quiambao Paguia**,
Associate Professor IV

Members : **Christian Misola Balba**, Assistant Professor I
Mirasol Macaranas Rosano, Administrative Aide VI

eGOV TECHNICAL TEAM

Provincial Local Government Unit of Davao De Oro
Nabunturan, Davao De Oro

Team Leader : **Joyzel Roxas Odi**, Provincial Government
Department Head

Members : **Antonio Salvo Simene**, Information
Technology Officer II

Wilfredo Manon-Og Galagala, Information Technology
Officer II

Antonio Sale Salarda Jr., Computer Maintenance
Technologist II

George Dan Gil Macarayan Duran, Computer
Programmer III

Professional Resolutions at Work

Taking
small
steps

that
have

BIG
IMPACT
ON

EMPLOYEE
PRODUCTIVITY

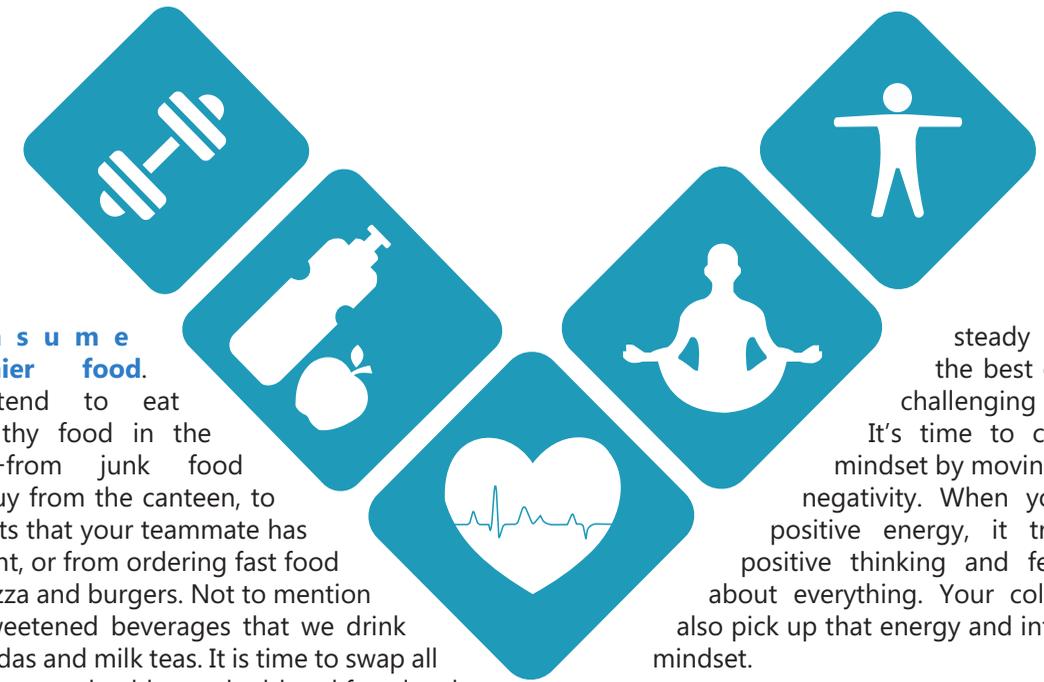
While we all have our personal resolutions for the Year 2023, it also pays to have a set of professional resolutions at work. Why? Because believe it or not, we spend a third of our lives working. Thus, it is inevitable that our career life also directly impacts our personal life. However, as we all know, we create big resolutions at the start of the year that are oftentimes not fulfilled or abandoned a few days or months after. To help you set goals for professional growth, the CS Reporter has listed simple yet achievable resolutions divided into three categories: Physical and mental wellness, Relationships, and Professional Development. Read on to check which ones you can aim to achieve this new year.

PHYSICAL AND MENTAL WELLNESS

Our health comes first before everything else. When we take care of our physical and mental health, our body and mind will function perfectly. However, when we abuse it or make unhealthy choices, our body takes a toll and our lives, including our work, are affected.

Remember, in order to work at 100% capacity, we must have a healthy body and a sound mind. Sometimes, our bad habits at work are stopping us from working at our optimum. Thus, it is high time that we take hold of our health by forming good work habits such as below:

1. **Move during office hours.** Since we are working eight hours a day, be it in the office or our own house, we spend most of the time sitting and sometimes slouching in front of the computer or laptop. We tend to become inactive or sedentary for many hours which can hurt our physical and mental health. To get our blood flowing and boost our energy level, we should take the time to stretch our body once every hour. It is also important to take a walk after lunch or during your breaks, take the stairs instead of the elevator, or just pace yourself up in the office or work room for a few minutes. If you're working from home, you can switch to a standing desk. We should also rest our eyes by taking a break from the computer. These little things can help you stay active while working. Your body will definitely thank you for it.



2. **Consume healthier food.** We tend to eat unhealthy food in the office—from junk food you buy from the canteen, to desserts that your teammate has brought, or from ordering fast food like pizza and burgers. Not to mention the sweetened beverages that we drink like sodas and milk teas. It is time to swap all of these to a healthy packed breakfast, lunch, and snacks. Eat more whole foods like vegetables, fruits, whole grains, nuts and seeds, instead of processed food or sweet treats. These whole foods provide a lot of nutrients that our body needs to function and perform well.

3. **Stay hydrated.** The best gift we can give daily to our body is water. We need to stay hydrated for the entire day for our body to function perfectly. Water regulates our body temperature, prevents infections, and keeps our organs working properly. It also helps our cognition and mood. While it is suggested to drink 8 glasses of water a day, the ideal water intake depends on your weight. The rule of thumb is half your body size in pounds and translated to ounces. So, if you weigh 150 pounds, you need a minimum of 75 ounces of water per day, which is equivalent to 2.2 liters. So fill up that tumbler and drink water!
4. **Be mindful.** With all the busyness and stress we get from work, it is important to step back and be present in the moment. Practicing mindfulness can be difficult, but if we set our minds and intentions to it, it will give us clarity of mind and positive energy. When everything seems chaotic and out of hand, you can do deep breathing or a simple 5-minute meditation. You can also just simply stop doing your work and collect your thoughts and acknowledge your emotions without judgment.
5. **Be more positive.** Instead of complaining and focusing on the negative things, why don't we practice being more positive? Focus on the good things about your work. Be grateful for having a

steady job. Make the best out of every challenging situation. It's time to change your mindset by moving away from negativity. When you emanate positive energy, it translates to positive thinking and feeling good about everything. Your colleagues will also pick up that energy and influence their mindset.

RELATIONSHIP WITH COLLEAGUES

Since we spend almost half of our daily lives working in the office or offsite, we also spend majority of our time with our officemates. Thus, it is essential to build a good working relationship with your colleagues to make your work life happier and better. Let 2023 be the year that we rebuild and revitalize our physical connections as we work in the new normal.

1. **Be kinder.** Exercise kindness in everything that you do, most especially to your colleagues as they are considered our second family and in a way, home away from home. Be understanding and always give the benefit of the doubt to everyone because we almost always will never know the things and circumstances our officemates are going through in their lives. Practice patience and be compassionate. Also, do not forget to be kind to yourself. Don't be hard on yourself by beating yourself up if you have failed at something. Acknowledge and forgive your mistakes and reward yourself for learning and improving. After all, it is only you that can lift yourself at the end of the day.
2. **Create new professional connections.** With almost everything going back to normal such as face-to-face events, meetings, and physical gatherings, it is time to brush up your people skills and add new people to your professional network. By doing so, you widen your connections inside and outside your office. When you attend an event, make sure to speak with at least one person

Professional Resolutions at Work:

outside your team, be it your colleague from another region or another agency. Learn from their work experience, understand their craft, share interests, and gain new knowledge. Your network can help you with your professional growth. Also, you'll never know when their help will come in handy in the future.

3. **Express appreciation and gratitude.** Be it a big or small accomplishment, practice giving compliments or recognition to yourself and your team. A pat on the back, a simple thank you note, a simple reward or gift, or a mini-celebration with food can express appreciation to your colleagues. These actions can motivate your team to do more, strive for better, improve skills, and deliver beyond what is expected.

4. **Communicate better.** Every workday is an opportunity for us to improve our communication with our colleagues. When we communicate better, we improve our work relationships and even our personal one. Whether speaking in person, emailing, or chatting via a messaging application, we should practice an empathic attitude toward our officemates. Let's listen to understand and not to respond. When there is effective communication, good teamwork and collaboration will follow.

5. **Avoid gossip.** Maintaining a good relationship with your colleagues takes a lot of work, and one of which is to refrain from gossiping. This toxic trait won't get you anywhere. When someone is engaging in gossip, respectfully give neutral feedback and decline to comment. Also, stay away from office politics. Just do your job and do not mind others' personal business.

PROFESSIONAL DEVELOPMENT

Your work goals for this year do not have to be so grand in order to get maximum fulfilment. It can be just forming simple yet impactful habits at work that can have a positive effect in the long run. Here are some good habits and simple goals to further develop your career for this year:



Source: shutterstock

1. **Be ahead of time.** It's the Year 2023 already, let's all redefine the term Filipino time and turn it into a positive one. Let's be mindful of each other's time by making it a point to attend a call or meeting on time and even ahead of time. Joining 10 minutes beforehand should not be hard for us. Break the habit of always entering a virtual meeting five minutes after it started. By doing this, you are implying that you respect the organizer and the attendees because you know how valuable everyone's time is. To achieve this, create an alarm or update your work schedule to reflect your upcoming meetings.

2. **Take advantage of technology.** With the continuous push of the government to digitalize services, it is imperative for us, public servants, to maximize the use of productivity tools to make our work more efficient and streamlined. We should, by now, fully embrace, new information and communication technologies that make our work lives easier. Do not stay traditional as no one succeeds from staying backwards. Try and learn new applications or systems. Do not be afraid to explore an app's functionalities. Ask for help from your techy teammates. Do not say you're too old to learn new technologies.

3. **Clean and declutter.** It is the time of the year to do a general cleaning of your workspace. Organize both your physical and digital file cabinets and email inboxes. Doing this prompts your brain that it is a start of a new season with so many possibilities for new growth and improvement. Rearrange your desk, let go of things that you do not need from your table, or redecorate. Organize your computer files by labelling them into categories like year or month, type of deliverable, kind of task, or whichever helps you locate your files best. Just do not overcrowd your screen with so many files that it makes you dizzy. However, cleaning and decluttering should not only be done at the start of the year, it should be a regular task throughout the year. This helps you declutter your mind and focus more on your work without distractions from your surroundings. A clean and organized desk space also invites you to work more properly.

4. **Learn a new skill.** It is never too late to learn something new and you are never too busy to do such, especially if it can benefit your career in the long run. A simple skill like learning how to use a new application developed by your IT office or re-learning the functions of Microsoft Excel or PowerPoint. These hard skills can come in handy to improve your job. Soft skills, on the other hand, are attributes or habits that are general and can be useful in a work environment. These include effective communication, problem-solving, and people skills. Allot even 10 minutes of your time reading educational articles to achieve these soft skills. Learning new things should be our daily goal to keep us from stagnating.

5. **Stop procrastination.** Procrastination is the number enemy of workers. When we procrastinate, we move tasks to a later date and when it is already nearing deadline. As a result, we use the little time we have to finish a task, and sometimes we finish our work haphazardly. We do not give ourselves ample time to plan and execute our deliverables properly and it sometimes results in a mediocre output. In connection with being mindful, we should also be mindful of our time. There is time for work and there is time for rest or play.



Manage your time properly by planning your work schedule and to-do list. As a tip, start off with the most difficult task and work your way toward the smaller tasks. If you must, put away your phone while working or block social media apps during work time.

Sources:

Omoto, Tyler. "New Year's Resolution Ideas: 17 Career Goals You'll Be Able to Keep". <https://www.topresume.com/career-advice/17-new-years-career-resolutions-youll-be-able-to-keep>

"30 New Year Resolution Ideas for Employees (Find Your Best Fit for 2022)." Vantage Circle. 30 November 2022. <https://blog.vantagecircle.com/new-year-resolution-ideas/>

Zambas, J. "30 New Year's Resolutions to Inspire You at Work". 22 December 2022. <https://www.careeraddict.com/new-year-resolutions>

"5 New Year's Resolutions for the Workplace." Team Bonding. 20 October 2022. <https://www.teambonding.com/5-new-years-resolutions-for-the-office/>



Health Department issues handbook on COVID-19 management and prevention in the workplace

As COVID-19 continues to threaten the various sectors in the country, including forms of employment, the Department of Health (DOH), Department of Labor and Employment (DOLE), Department of Trade and Industry (DTI) together with the World Health Organization (WHO) and stakeholders from the different medical societies in the Philippines, issued a handbook on the management and prevention of the infection in the workplace.

The Workplace Handbook on COVID-19 Management and Prevention is based on the new guidelines issued by the DOH, under Administrative Order No. 2021-0043, or the Omnibus Guidelines on the Minimum Public Health Standards for the Safe Reopening of Institutions. It compiles essential information based on important issuances on COVID-19 in the hopes of providing proper guidance and appropriate information to all Occupational Safety and Health (OSH) Committees and other key stakeholders to empower them in ensuring that Filipino employees and workers everywhere in the country know how to protect themselves, their colleagues, and families from the threat of COVID-19.

In this issue of the CS Reporter, we feature the Guidelines for Specific Workplace Scenarios starting with working in the office.

The workplace is highly encouraged to adopt alternative work arrangements. However, when reporting onsite could not be avoided, the following must be observed:

- Stay in your own workstations whenever possible. Limit movements between buildings and offices.
- Optimize work areas (including dining area and client reception areas) to allow physical distancing of at least 1 meter between tables, cubicles, chairs, etc.
- If working in a shared work space or room, wear face masks at all times.
- Limit face-to-face communication with colleagues. Use telephone or online communication tools instead. Maximize virtual meetings.
- Clean frequently touched surfaces in personal workspaces like your table, keyboard, and mouse.
- Practice physical distancing by avoiding large gatherings and maintaining distance (at least one meter) from others when possible.
- Communal eating is discouraged.
- Limit visitors or clients at the lobby of the building.
- Display of signages/visual cues and reminders on proper handwashing and other hygiene behaviors among employees is mandatory. These include:
 - ✓ Hand washing with soap and water, or use of hand disinfectants with alcohol-based sanitizers.
 - ✓ Advising employees to conduct surface disinfection in their work stations before the start of the shift, intermittently during shift, and at the end of the shift.
 - ✓ Discouraging sharing of personal items between employees to prevent possible transmission.



Image from the Workplace Handbook on COVID-19 Management and Prevention (Version 2 as of October 2021)

On ventilation:

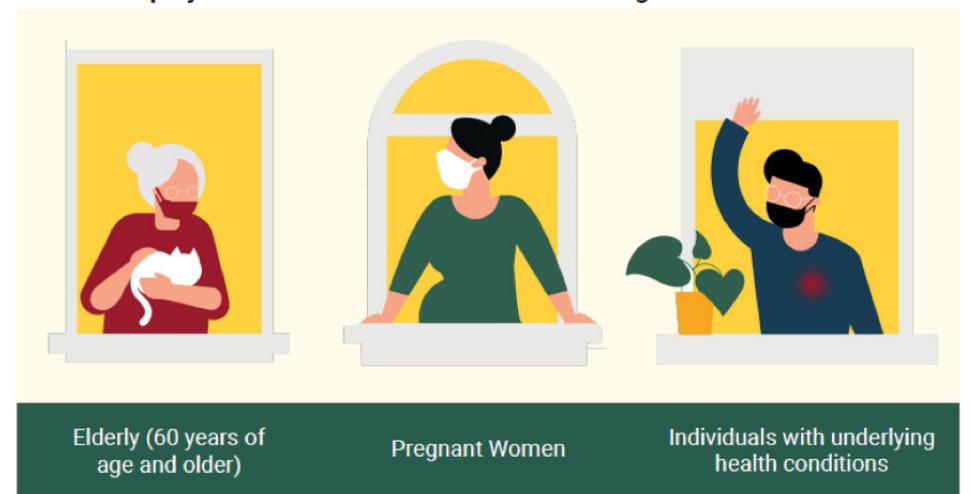
- Adequate ventilation should be strictly enforced inside the workplace. Natural air flow exchange (opening windows, opening doors, turning off air-conditioning units to reduce air recirculation) is highly encouraged.
- Individuals should not be situated directly in the flow of air coming from fans and air-conditioners.
- If possible, the installation of exhaust fans, installation of air filtration devices with High-Efficiency Particulate Air (HEPA) filters, or the standard maintenance and recalibration of building heating, ventilation and air-conditioning (HVAC) systems should be explored.
- Identify multi-occupant spaces that are used regularly and are poorly ventilated (below 5 I/s/person or above 1000ppm CO₂), and request for prioritization of modification with AS.
- To provide a suitable work environment for employees clients/visitors, the air conditioning temperature in establishments shall be set/regulated according to the nature of their operations.

Employees classified as MARP and those aged 18 to 21 years may be allowed to report to work for eight (8) hours, provided that they are physically fit after going through a careful fit-to-work examination. They shall secure a medical certificate from any competent authority (i.e. an occupational health physician or government physician with occupational health training) certifying the employee's fitness to work for regular hours under Rule 1967 of the Occupational Safety and Health Standards.

Malls and shopping centers may lower the air conditioning temperature up to 24 degrees centigrade. For more information please watch: <https://fb.watch/7vsEP6QBdb/>.

Most-at-Risk Population (MARP) Employees and Workers

MARP employees and workers include the following:



Employers shall determine the optimal number of employees that could report at any given time without compromising the required physical distancing. Develop alternative/flexible work arrangements that shall target reduction of in-office staff dependent on the latest guidelines set by the national government. Consideration must be given to Most-at-Risk Population (MARP) employees and workers.

Image from the Workplace Handbook on COVID-19 Management and Prevention (Version 2 as of October 2021)

LunChat with CSC is the Commission's monthly online broadcast that features an in-depth discussion of CSC's policies, programs, and activities. Catch it live on the CSC Facebook Page (www.facebook.com/civilservicegovph) and YouTube channel www.youtube.com/@CSCPHmedia every last week of the month.

Watch the previous episodes by scanning the QR codes or visiting the links below:

**CSC RESOLUTION NUMBERS
2200162 AND 2200373**



Guest: Director II Sheila G. Acuna, Human Resource Policies and Standards Office



October Episode on CSC Resolution Numbers 2200162 and 2200373

The episode discussed CSC Resolution No. 2200162 or the Guidelines in the Implementation of the Personnel Policies and Options for Affected Personnel Pursuant to E.O. No. 138, s. 2021 which was promulgated to complement the Department of Budget and Management and the Department of Interior and Local Government (DBM-DILG) Joint Memorandum Circular.

It also talked about CSC Resolution No. 2200373 or the 2022 Guidelines and Standards in the Establishment of Organizational Structures and Staffing Patterns OSSP in LGUs prescribes minimum standards and guidelines in the design and implementation of OSSP in LGUs.

Short URL : <https://rb.gy/6meqgd>

**PUBLIC SECTOR LABOR
MANAGEMENT
COUNCIL (PSLMC)
RESOLUTION
NOS. 1, 2, 3,
SERIES OF 2022**



Guest: Director III KRUNIMAR ANTONIO D. ESCUDERO III, CSC Human Resource Relations Office



November Episode on PSLMC Resolutions on Public Sector Employees' Organizations

The episode which featured CSC Human Resource Relations Office Director III Krunimar Antonio Escudero III as he provided important information and addressed clarifications on recent issuances promulgated by the Public Sector Labor Management Council.

Short URL : <https://rb.gy/ubb0v1>

**2023 SEARCH FOR
OUTSTANDING
GOVERNMENT
WORKERS**



Guests: Acting Director III FABERNA U. SALUMBIDES, Public Assistance and Information Office HOPE Behind Bars Project Team, Batayan Technological State University



December Episode on the 2023 Search for Outstanding Government Workers

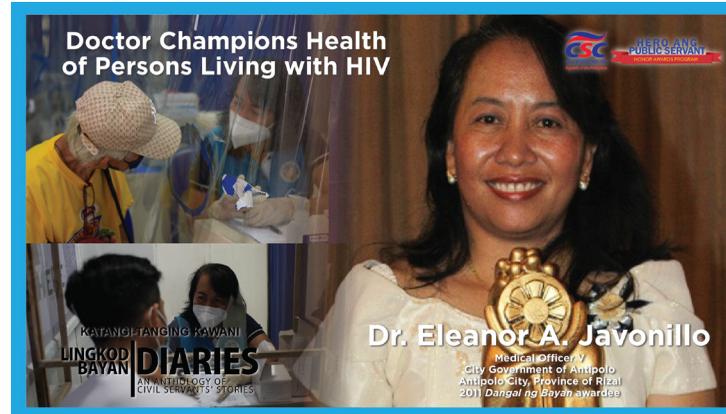
LunCHAT with CSC's year-ender talked about the call for nominations to the 2023 Search for Outstanding Government Workers. Public Assistance and Information Office Acting Director III Faberna U. Salumbides and 2021 CSC Pagasa Group Awardee HOPE Behind Bars as guests.

Short URL : <https://rb.gy/qlm1qd>

LINGKOD BAYAN DIARIES
AN ANTHOLOGY OF CIVIL SERVANTS' STORIES

Lingkod Bayan Diaries is the CSC's documentary series on the lives and achievements of exemplary public servants. The videos are produced and released monthly through the CSC's official Facebook Page (www.facebook.com/civilservicegovph) and YouTube Channel www.youtube.com/@CSCPHmedia to tell the stories of outstanding men and women in government and to encourage nominations to the annual Search for Outstanding Government Workers.

Watch the previous episodes by scanning the QR codes or visiting the links below:



OCTOBER

"We can help kahit na hindi tayo mayaman, kahit hindi tayo milyonaryo. We can help in any [way] we can. Public service is actually a stepping stone na makatulong ka."

From being assigned in the City Government of Antipolo's nutrition program, then to the HIV AIDS Program, Dr. Eleanor Javonillo has remained committed in her duty as a health worker. The challenges to deliver continuous service during the COVID-19 pandemic did not stop her from attending to the medical needs, including mental health needs, of her patients -- not even when she herself acquired severe COVID-19 pneumonia.

Short URL: <https://rb.gy/tf4uic>



Watch Now!



NOVEMBER

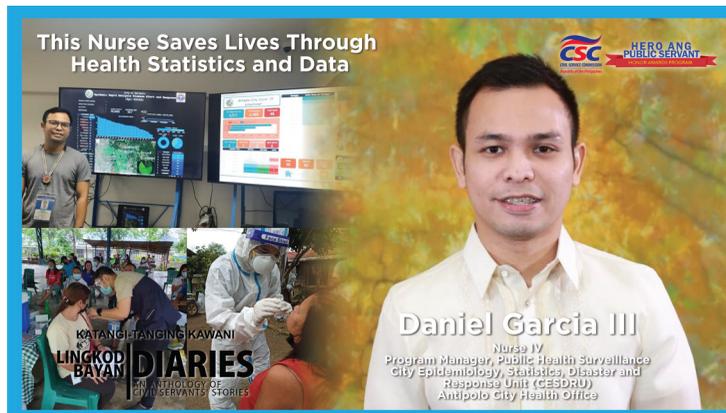
The City of Marikina is admired by many people for its cleanliness, but often we know little of the people who make this possible. One of them is Mr. Gelson A. Rili, Laborer II of the City Environment Management Office. His diligence and commitment to keeping the city tidy not only earns him praises from his peers, co-workers, and fellow Marikenyos; he was awarded the **Dangal ng Bayan** at the Malacañan Palace in 2018, with no less than the President of the Philippines handing him the award.

A devoted family man, he perseveres amid the hazards of his job and the endless demands of public service.

Short URL: <https://rb.gy/gfhw6a>



Watch Now!



DECEMBER

We've all been witness to how statistics and data play a crucial role in managing public health at the height of the COVID-19 pandemic. But collecting data is one thing; what is more important and more challenging is how to use these data in achieving positive outcomes in terms of persistent health issues in the community.

Nurse IV Daniel Garcia III of the Antipolo City Health Office does not shy away from this challenge. As Program Manager of Public Health Surveillance of the City Epidemiology, Statistics, Disaster and Response Unit (CESDRU), he captures data on the ground so that the Antipolo City Government can undertake health programs and policies that are evidence-based. In the process, his work becomes a learning opportunity as he meets people from different walks of life.

Short URL: <https://rb.gy/gjeqe1>



Watch Now!

Policy HIGHLIGHT

This year, the CSC introduced Policy Highlight as its new monthly video content on Facebook and YouTube.

If you are an HR practitioner looking to brush up on information about guidelines and procedures, or a government worker who would like to understand HR policies better, make sure to check out Policy Highlight. In this series of videos and resource materials, the CSC shares highlights of HR policies to continue informing civil servants of updated or new rules, or of existing guidelines that respond to current issues and concerns.

Check out the episodes on facebook.com/civilservicegovph and on youtube.com/@CSCPHmedia.



Policy Highlight

feat. **CSC Resolution No. 2200373**

2022 GUIDELINES AND STANDARDS IN THE ESTABLISHMENT OF ORGANIZATIONAL STRUCTURES AND STAFFING PATTERNS IN LOCAL GOVERNMENT UNITS

OCTOBER

This episode featured the 2022 Guidelines and Standards in the Establishment of Organizational Structures and Staffing Patterns in Local Government Units.

The guidelines are in accordance with Section 76 of Republic Act No. 7160, which mandates the CSC to prescribe minimum standards and guidelines in the design and implementation of Organizational Structures and Staffing Patterns (OSSP) in LGUs.

URL: <https://rb.gy/lwlzq9>



Watch Now!



Policy Highlight

feat. **CSC RESOLUTION NO. 2100064**

REVISED ADMINISTRATIVE DISCIPLINARY RULES ON SEXUAL HARASSMENT CASES

NOVEMBER

This month's Policy Highlight focused on CSC Resolution No. 2100064 or the Revised Administrative Disciplinary Rules on Sexual Harassment Cases.

CSC Resolution No. 2100064 amends 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 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.

<https://rb.gy/wfiket>



Watch Now!



Policy Highlight

feat. **CSC Resolution No. 1100039**

POLICY GUIDELINES ON THE PROHIBITION ON THE CONSUMPTION OF ALCOHOLIC BEVERAGES AMONG GOVERNMENT OFFICIALS AND EMPLOYEES

DECEMBER

This month's Policy Highlight talked about CSC Resolution No. 1100039 or the Policy Guidelines on the Prohibition on the Consumption of Alcoholic Beverages Among Government Officials and Employees.

Watch the video to know the rules about consumption of alcoholic beverages in government workplaces, especially amid this season of Christmas or year-end festivities.

<https://rb.gy/rvteau>



Watch Now!

CSC - Civil Service Institute

COURSE OFFERING



UPCOMING CSI LEADERSHIP DEVELOPMENT AND FOUNDATION PROGRAMS/COURSES FOR THE MONTH OF FEBRUARY 2023

MANAGER'S ROLE IN CAPACITY BUILDING

Great managers have excellent strategies and processes in realizing the potentials of people in the organization – a vital element in enhancing organization's performance. The course highlights the role of managers in developing competent, engaged, and high performing workforce. It will guide managers in drafting an Office Development Plan for their units and planning its effective implementation.

- Target Participants** : 300 Executives/Managers, Division Heads and Supervisors
- Performance Objectives** : The participants shall be able to prepare a draft Office Development Plan for own office/division and strategize on implementing said Plan.
- When** : 7 and 9 February 2023, 8:00 am to 5:00 pm
- Where** : On-line via Zoom Webinar
- Cost** : PHP2,800.00 (Target participants are Executives, Leaders, Managers or Division Chiefs or equivalent positions. Make sure to meet the position requirement before making your payment)
- Contact** : Ms. Gigi D. Marabella

KWENTONG LINGKOD BAYANI

The *Kwentong Lingkod Bayani* serves as an avenue of insightful sharing of individual and organization experiences and best practices in terms of PIES. The event is targeted to be attended by public servants of government agencies nationwide. This is also the call to civil servants to imbibe change and transform every Lingkod Bayani into PIES Advocates.

- When** : 3 February 2023, 9:00 am to 9:45 am
- Where** : Zoom Webinar; FB Live Streaming
- Cost** : Free
- Contact** : Ms. Rubie Grace M. Nobleza

PUBLIC SERVICE VALUES PROGRAM (PSVP)

This one-day workshop aims to enable participants to accept, apply and advocate the shared values of Patriotism, Integrity, Excellence and Spirituality (PIES) especially in relation to delivering public service.

- When** : 15 February 2023, 8:00 am to 5:00 pm
- Where** : On-line via Zoom Webinar
- Cost** : PHP2,800.00 (For all Modules)
- Contact** : Ms. Rubie Grace Nobleza – Leadership Development and Foundation Programs, CSI

WELL-BEING CENTRIC LEADERSHIP

This will enable participants to propagate and sustain positive cultures and working environment that will strengthen employee wellness, engagement, empowerment and productivity.

- Schedules and Module Contents** : 14, 16 and 21 February 2023, 8:00 am to 5:00 pm
- Where** : On-line via Zoom Webinar
- Cost** : Php4,800.00 per participant (For all Modules)
- Contact** : Ms. Angela Isabel C. Arguelles

LEADERSHIP IN THE DIGITAL ERA

In the fast-paced digital world, it's either disrupt or get disrupted. Thus, public sector leaders need to undergo metamorphosis in order to not just keep but actually get ahead of the curve using digital technology. They must become digitally literate, develop an adaptable mindset, and embrace new tools in order to conquer digital challenges in the public sector landscape.

This workshop aims to enable participants in appreciating and embracing digital leadership especially in transitioning to the new normal towards strategic leadership and management and organizational transformation.

- Schedules, Modules and Expected Output** : 8 and 10 2023, 8:00 am to 5:00 pm
- Where** : On-line via Zoom Webinar
- Cost** : PHP2,800.00 (For all Modules per participant)
- Contact** : Ms. Judy C. Magtangob

REGISTER NOW!
csi.csc.gov.ph

Join the

**SEARCH FOR
OUTSTANDING
GOVERNMENT
WORKERS
2023**

Deadline of submission of nominations: 31 March 2023

For nomination procedures,
contact the Honor Awards Program (HAP) Secretariat
at telephone numbers (02) 89317993 and (02) 89320381;
email address hapsecretariat@csc.gov.ph,
paio.paspd@csc.gov.ph or
email@contactcenterngbayan.gov.ph;
or get in touch with the nearest CSC Regional or Field Office.

