



# THE CIVIL SERVICE REPORTER

**GAWING LINGKOD BAYANI ANG BAWAT KAWANI**

Volume 64 No. 3

3rd Quarter 2023 Issue

CSC leads tree planting  
initiative to celebrate  
Civil Service Month

CSC salutes top 10 agencies  
with highest complaint resolution rate

Public HR practitioners nationwide  
gather for a symposium  
on dynamism

*Pamanang Lingkod Bayani:*  
Honoring civil servants  
who died in the line of duty

The Civil Service Commission acknowledges the following partners for offering special treats to government workers in line with the celebration of the 123rd Philippine Civil Service Anniversary



6 From the Chairperson's Desk  
8 Public Domain  
9 Contributors

# What's inside?

## NEWS

- 12** CSC enjoins gov't agencies to use PH tropical fabrics in uniforms
- 13** CSC prescribes courier delivery fees for requested records, documents
- 14** CSC, ARTA sign agreement to strengthen anti-red tape reforms
- 15** 345k individuals take 20 August civil service exam

## REGIONAL NEWS

- 16** CSC accepts donated lot for new field office in San Agustin, Romblon
- 17** CSC, DBM, and GCG sign guidelines giving night shift differential pay to gov't employees
- 19** CSC Regional Offices reach out to underserved communities
- 21** CSC RO X holds leadership development program on digital transformation

## CITIZEN'S GUIDE

- 22** Government exemplars in the regions receive recognition
- 23** Pamanang Lingkod Bayani: Honoring civil servants who died in the line of duty

## EXECUTIVE LETTER

- 26** Dynamic Philippine Civil Service

# What's inside?

## COVER STORY

**32**  
123<sup>rd</sup> Philippine  
Civil Service  
Anniversary



## HEALTH & WELLNESS

- 45**
- Gov't workers join nationwide blood drive
  - Civil servants conduct medical mission for the underprivileged

## CIVIL SERVICE ISSUANCE

**50**  
Electronic filing and posting through social media platforms of petition for accreditation and application for Collective Negotiation Agreement (CNA) registration

## HR SPOTLIGHT

**40**  
Public HR practitioners nationwide gather for a symposium on dynamism



**47-49**  
*LunChat* with CSC and *Lingkod Bayan* Diaries



**50**  
Policy Highlight



## Message to the Bureaucracy on the celebration of the 123<sup>rd</sup> Philippine Civil Service Anniversary



His Excellency  
**Ferdinand Romualdez Marcos Jr.**  
17<sup>th</sup> President of the Republic of the Philippines

**O**n the 123<sup>rd</sup> Philippine Civil Service Anniversary, I extend my heartfelt appreciation to the Civil Service Commission for spearheading events to commemorate this significant occasion.

Our journey towards a brighter future requires a government that adapts swiftly to the changing times, and public servants who are committed to becoming true and dynamic champions of the people.

In a rapidly evolving world defined by constant change we must embrace innovation in public service as well as other sectors to

meet the needs of every Filipino. Through our adherence and commitment to this shared vision, we will create a future where every Filipino can thrive, where no one is left behind, and where the spirit progress and compassion shines bright.

Let this celebration therefore be a testament to the indomitable spirit of Philippine Civil Service inspiring generations of civil servants to create a brighter, more hopeful tomorrow for our beloved Philippines.

*Mabuhay, ang CSC at lahat ng mga kapwa kong lingkod bayan!*



*Mensahe ni*  
**Tagapangulo KARLO A. B. NOGRALES**  
*para sa pagdiriwang ng*  
*ika-123 anibersaryo ng*  
*Serbisyo Sibil ng Pilipinas*

**I**sang mainit na pagbati ng maligayang ika-isandaan at dalawampu't tatlong taong anibersaryo ng pagkakatatag ng serbisyo sibil ng Pilipinas.

Sa ating higit kumulang dalawang (2) milyong lingkod bayan ng pamahalaan, sama-sama nating ipagdiwang ang mahalagang okasyong ito na pinagtibay sa pamamagitan ng Presidential Proclamation No. 1050, series of 1997 na nagde-deklara sa buwan ng Setyembre bilang Civil Service Month.

Gagawin na naman nating makahulugan ang tema ng pagdiriwang ng Philippine Civil Service Anniversary o PCSA na may 10-year overarching theme na, "Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes". Dahil sa ika-123<sup>rd</sup> anniversary, our thematic focus is dynamism. In the ever-changing landscape of governance, adaptability and forward-thinking are necessary qualities for a government to thrive. Dynamism in the government reflects its ability to respond proactively to the evolving needs and aspirations of its citizens. A dynamic government is one that embraces innovation, fosters creativity, and welcomes new ideas. It is unafraid to challenge the status quo, and is continually seeking ways to improve and streamline processes for the benefit of its people.

By being receptive to change, a dynamic government can efficiently address emerging challenges and seize opportunities to drive positive transformation. Whether it is in the realm of technology, education, healthcare, or the environment, a government that embraces dynamism is better equipped to navigate the complexities of the modern world.

Furthermore, dynamism in the government breeds inclusivity and diversity, encouraging participation from all segments of society. This focus is also aligned with governance outcomes under the Philippine Development Plan 2023-2028 and the aspirations and goals of the Ambisyon Natin 2040 - that is a Republic that enjoys a stable and comfortable life protected and enabled by a clean, efficient, and fair government.

Kaugnay ng temang ito ay ang aking panawagan sa mga kapwa ko mga lingkod bayan na isabuhay at ipakita ang dynamism, lalo na sa pagbibigay ng serbisyo publiko. For the civil service to support the Ambisyon Natin 2040, it must be able to meet the growing demands of the future to digitize and digitalize, and fully embrace the shift from transactional to a strategic mindset.

For my part, allow me to renew my commitment to prioritize efforts to further professionalize the civil service as a critical part of the CSC's vision to be the leader in empowering people and organizations in Human Resource and Organizational Development, and in serving the public through streamlined and digitalized services.

Umaasa ako na sa pamamagitan ng paggunita ng ika-isandaan at dalawampu't tatlong taong anibersaryo ng pagkakatatag ng Serbisyo Sibil ng Pilipinas at aktibong pakikibahagi sa mga inihandang aktibidad, pa-contest, at events, ating mapagninilayan ang kahalagahan ng ating gampanin at mga ambag tungo sa pagtupad ng pagbibigay ng matatag, maginhawa, at panatag na buhay sa ating mga kababayan.

Muli, maligayang pagdiriwang ng PCSA at mabuhay ang mga lingkod bayan ng pamahalaan! •

# PUBLIC DOMAIN

**S**ince 2012, the Contact Center ng Bayan (CCB) has served as the public's helpline on government-related transactions, ensuring that government agencies deliver their promise of timely and quality service to the Filipino people.

As the CCB continues to harvest feedback from its clients, some commendations reflect how CCB can also bridge the trust gap between the public and government agencies, and how it can spark hope among clients.

Parent ticket : ECCB110\*\*\*

Agency : Land Registration Authority

**Client's Main Issue/Concern** : Follow up on the status of the issuance of certificate of title at the Registry of Deeds in Malaybalay City, Bukidnon.

**Requested action from the agency** : "I hope they will continue to examine the title I submitted last July 27, 2022. So I will get the new title as a new owner of that property based on the law. Thank you."

"Thank you so much Contact Center ng Bayan. Allow me to praise Registry of Deeds Malaybalay City, Bukidnon through your prestigious good office on June 23 at 7:17 p.m.. Aside from filing complaints, I can also commend them for their good works and service to their clients. I already got the title that I requested yesterday through their well-known office Registry of Deeds Malaybalay City, Bukidnon. Kudos to Contact Center ng Bayan and Registry of Deeds Malaybalay City, Bukidnon."

Parent ticket : ECCB111\*\*\*

Agency : Department of Foreign Affairs

**Client's Main Issue/Concern** : Report on Alleged Delay in the Release of Passport..

**Requested action from the agency** : "Nagmamakaawa na po ako. Please po. DFA Lucena po ako nag process. Tiga Taysan, Batangas pa po ako. Please po. Parang awa n'yo na po. Please, Thank you po."

"Thank you, CCB! Got my passport na po. I'm sure kung hindi po dahil sa inyo hindi mare-release ng mas maaga ang passport ko. yung iba po kasi na suspended passport ay inabot ng 6 months - 1 year bago nila maayos. But with your help po mas maaga na-release ang suspended passport ko. Thank you po sa inyo!"

Parent ticket : ECCB11\*\*\*\*

Agency : Government Service Insurance System

**Client's Main Issue/Concern** : Request to cancel her father's GSIS account.

"Good day ma'am/sir, maraming maraming salamat po sa inyong tanggapan at nabigyang pansin ang aming reklamo. Abot langit ang saya namin ngayon dahil sa tulong n'yo. More power at marami pa kayung matulungan. Saludo po ako sa office n'yo. Serbisyong totoo. God bless you all."

**Client's Main Issue/Concern** : Follow-up on the employment clearance status of a former employee.

**Requested action from the agency** : To release the requested employment clearance.

"Just an update. The office of the general manager of PTV Network Inc. informed me tonight that my clearance was already signed by the OIC GM. My heartfelt appreciation and gratitude to CSC CCB team for all the efforts and action. True to its mandate, kung umaksyon mabilis! Thank you so much! More power and God Bless you all as you help and bless others lives."

# 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](mailto: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](mailto:paio.pmr@gmail.com) with the subject "Civil Service Reporter magazine survey".

Thank you.

Parent ticket : ECCB113\*\*\*  
Agency : Civil Service Commission

**Client's Main Issue/Concern** : Follow up on the status of request for Certificate of Eligibility (COE) which was filed at the CSC National Capital Region

"I would like to express my heartfelt gratitude to your guidance and for supporting me throughout the process in obtaining my certificate, and I genuinely appreciate your unwavering assistance."

Parent ticket : ECCB112\*\*\*

**Client's Main Issue/Concern** : Complaint on the alleged unclear procedures on changing of name relative to the renewal of PRC license of Professional Regulation Commission - Public Assistance Complaints Desk (PRC- PACD).

**Requested action from the agency** : "Sa tinging ko meron siguro ako lapse dahil hindi ko na binusisi pa yung form na binigay, pero, hindi ko naman inakala na hindi din pala alam ng PRC personnel ang mga forms at transactions nila or hindi lang sila focus sa transaction ko no'ng time na 'yun."

"Thank you CSC-CCB and PRC for your swift action with regard to my complaint. We know that you are doing your best to serve the general public. Keep it up."

Parent ticket : ECCB111\*\*\*

**Client's Main Issue/Concern** : Feedback on the processing of request for COE at the Civil Service Commission National Capital Region (CSC NCR).

"Magandang umaga po! Ako po ay nagpapasalamat at sa araw na sinabing kami ay bumalik at nakuha na namin ang request namin. Salamat po sa pagdinig ng aking suhestiyon sa pagpapadali ng transaction sa CSC. Nawa po ay maging daan ito ng mabilis na transaction ng mga kababayan natin sa anumang opisina ng gobyerno. God bless po."

Parent ticket : ECCB111\*\*\*

**Client's Main Issue/Concern** : Report on the alleged irregularities in the hiring process at the Municipal Government of Bulakan, Bulacan.

**Requested action from the agency** : "To conduct an investigation on the report on alleged irregularities at the Municipal Government of Bulakan."

"Dear CCB, I would like to extend my deepest gratitude for your prompt action on my complaint, may all the civil servants of this country adhere to the true spirit of serving people. Mabuhay po kayo."

- How did you know about this survey?
  - ☐ CSC website ([csc.gov.ph](http://csc.gov.ph))
  - ☐ CSC Facebook Page ([fb.com/civilservicegovph](https://www.facebook.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
  - ☐ 35-44
  - ☐ 45-54
  - ☐ 55-64
  - ☐ 65+
- 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
  - ☐ Region VI - Western Visayas
  - ☐ Region VII - Central Visayas
  - ☐ Region VIII - Eastern Visayas
  - ☐ Region IX - Zamboanga Peninsula
  - ☐ Region X - Northern Mindanao
  - ☐ Region XI - Davao Region
  - ☐ Region XII – Soccsksargen
  - ☐ Region XIII – Caraga
  - ☐ CAR - Cordillera Administrative Region
  - ☐ BARMM – Bangsamoro Autonomous Region in Muslim Mindanao
- 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: \_\_\_\_\_

- ☐ 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
  - ☐ 5 years or more
- 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)
  - ☐ Throw in a bin
  - ☐ Sell to a recycling center/junk shop
  - ☐ Give old copies to friends
  - ☐ Recycle or reuse
  - ☐ Donate
  - ☐ Other: \_\_\_\_\_
- Which format of CS Reporter would you most likely refer/share to a colleague or friend?
  - ☐ Hard copy
  - ☐ PDF/digital copy
  - ☐ Online magazine/magazine website

Other comments/suggestions:

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Instagram: @civilservicegovph





CSC officials and members of the Inter-Agency Technical Working Group lead the launch of the Implementing Rules and Regulations of Republic Act No. 9242 or the Philippine Tropical Fabrics (PTF) Law on 30 August 2023 in Quezon City.

## CSC enjoins gov't agencies to use PH tropical fabrics in uniforms

The Civil Service Commission (CSC) launched the amended Implementing Rules and Regulations (IRR) of Republic Act (R.A.) No. 9242 or the Philippine Tropical Fabrics (PTF) Law on 30 August 2023 in Quezon City.

The legislation mandates the use of PTF for the official uniforms of government officials and employees.

CSC Chairperson Karlo Nograles spearheaded the occasion,

accompanied by fellow members of the Inter-Agency Technical Working Group (TWG), which includes representatives from the Department of Science and Technology (DOST), the Department of Trade and Industry (DTI), and the Department of Agriculture (DA). The event also enjoyed the presence of CSC Commissioners Aileen Lourdes Lizada and Ryan Alvin Acosta, along with representatives and officials from private stakeholders, demonstrating their solidarity and endorsement of the initiative.

"With the issuance of this IRR, we will now be enjoining all government agencies to fully support and implement this policy and renew our commitment to fulfill the intent of the law – to instill patriotism and nationalism among our people, especially public officials and employees, which can be done through the use of PTF for uniforms," said Chairperson Nograles.

"We should do our share to contribute to our local economy and empower our country's

fiber and textile industries," he continued.

Dr. Julius L. Leaño Jr., Director IV of the DOST Philippine Textile Research Institute (PTRI), introduced the concept of "Filipinnovation," a comprehensive government strategy aimed at fostering inclusive innovation and advancing the Philippine Tropical Fabrics (PTF) industry. This strategy encompasses enhancements in textile fiber technology, the establishment of innovation hubs for textile fibers, and the enhancement of textile processing capabilities within the nation.

Meanwhile, Assistant Commissioner Ariel G. Ronquillo of the CSC, who led both the CSC Internal TWG and the Inter-agency TWG, delved into the salient provisions of the amended IRR. The revised rules incorporate modifications to the scope of the law's implementation, updates on the definition of terms with the addition of new terms, updates regarding PTF standards and

(continued on page 13)

## CSC prescribes courier delivery fees for requested records, documents

The Civil Service Commission (CSC) has announced that fees will be applicable for requests involving the delivery of CSC records and

documents through courier services.

In accordance with CSC Resolution No. 2200662 titled "Prescribing the Fee for the Delivery of Requested Civil Service Commission Records/Documents through Courier Service," which was promulgated on 13 December 2022 and published in The Philippine Star on 7 August 2023, the CSC has decided to procure the services of a courier company to address the need for an efficient, timely, and secured delivery of requested CSC records and documents.

"Currently, CSC personnel have to personally carry all mails for delivery to the nearest branch of a courier service. Further, the office has no means to verify the status of delivery of the requested

documents. Securing the services of a courier company will ensure faster and secured delivery of CSC records/documents requested by stakeholders. This will also enable the CSC to track the delivery of the requested CSC documents in real time," explained CSC Chairperson Karlo Nograles.

The fee structure for this service is tiered according to geographical regions. Within the National Capital Region, the delivery fee is set at PHP160. For deliveries in Luzon, the fee is PHP185, while Visayas and Mindanao incur a charge of PHP205. Island cities or municipalities are subject to a delivery fee of PHP215. Any adjustments to these fees due to changes in delivery rates will

(continued on page 18)

certification processes, and the incorporation of fresh requisites from DOST PTRI and DA Philippine Fiber Development Authority (PhilFIDA).

In her video message, Senator Loren B. Legarda, the principal author of the PTF Law, encouraged the Inter-Agency TWG to assist more manufacturers in complying with the procurement and certification requirements and to ensure that micro, small, and medium enterprises (MSMEs) are supported.

"I encourage all agencies here to not just rely on the revised IRR to bring about the benefits of this law but to come up with a roadmap that could contain the universe of all uniforms and fabric needs of all government personnel and functions," Senator Legarda said.

"Textiles have been present in very early civilizations. If ancient people could manufacture

textiles, I see no reason why we could not encourage the formation of enterprises that can allow us to see the full implementation of this law," she added.

For her closing remarks, CSC Commissioner Aileen Lourdes Lizada expressed optimism that the preferential use of PTF will support the revitalization of the local fiber industry.

"Today's event is a testament that our PTF is deserving not only of the limelight in a global scale but also proudly worn every day by our civil servants. Eventually, the wearing of the PTF will not be only confined to our government employees but will become an integral part of our culture and identity as Filipinos," she said.

Also in attendance at the event were Dr. Diana L. Ignacio, DOST Assistant Secretary for Administration and Legal Affairs; Lilian G. Salonga, Director of DTI's

Competitiveness Bureau; and Atty. Genevieve E. Velicaria-Guevarra, Assistant Secretary at DA PhilFIDA.

They were accompanied by a group of industry stakeholders, including Dianne Masalunga from Medtecs International Corporation Limited; Olive Ang from Exclusive Apparel by Ms. Olive Ang, Inc.; Matthew B. Lazaro, Vice President of Asia Textile Mills, Incorporated; Jose Antonio D. Olives from Weavers Textile Mills, Inc.; Carissa Evangelista-Cruz, Chairperson of the Philippine Fashion Coalition; and Michael Claparols, Co-Founder of the Philippine Fashion Coalition.

The amended IRR of the PTF Law was signed by CSC Chairperson Nograles on 14 June 2023 and was promulgated through CSC Resolution No. 23000555. It was published in The Philippine Star on 17 August 2023 and took effect 15 days after its publication or on 1 September 2023. ®



Officials from CSC and the Anti-Red Tape Authority sign the landmark agreement to strengthen anti-red tape reforms during the CSC-ARTA MOA Signing on 31 August 2023 in Diliman, Quezon City.

## CSC, ARTA sign agreement to strengthen anti-red tape reforms

The Civil Service Commission (CSC) and the Anti-Red Tape Authority (ARTA) signed the Memorandum of Agreement (MOA) ensuring the effective implementation of Republic Act (R.A.) No. 11032, or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (EODB EGSD)", on 31 August 2023 in Diliman, Quezon City.

CSC Chairperson Karlo Nograles and ARTA Secretary Ernesto Perez, together with CSC Commissioners Aileen Lourdes Lizada and Ryan Alvin Acosta and

ARTA Undersecretaries Gerald G. Divinagracia and Geneses R. Abot, led the ceremonial signing of the landmark agreement aimed to strengthen anti-red tape reforms and foster an environment conducive to ease of doing business in the government sector.

"Today's MOA signing is more than just a symbolic event because it has far-reaching implications in the realm of public service. The CSC and ARTA are tasked under the EODB EGSD to ensure that we promote integrity, accountability, and establish best practices to prevent corruption in the government. This event, finally, seals the deal between the CSC and ARTA to ultimately delineate the functions and mandates of the offices under R.A. No. 11032," explained Chairperson Nograles.

CSC Assistant Commissioner Ariel Ronquillo presented the salient provisions of the MOA that resulted from the series of consultations and discussions aimed to reconcile apparent overlapping functions, clarify agency roles and duties, and identify potential areas for

collaboration between the two agencies.

Under the MOA, CSC's Anti-Red Tape Division (ARTD) in the Central Office and Anti-Red Tape Units (ARTU) in its regional offices shall serve as the focal points for initiatives aimed at enhancing service delivery within the civil service as well as handle complaints against government employees and officials for violation of R.A. 11032 and its Implementing Rules and Regulations (IRR).

ARTA, on the other hand, shall implement and oversee a national policy on anti-red tape and ease of doing business; initiate an investigation on the complaints endorsed by CSC; and assist complainants in filing necessary cases to either CSC or the Office of the Ombudsman.

CSC Assistant Commissioner Ronquillo noted that ARTA shall also facilitate the Report Card Survey (RCS) to all government agencies while CSC's ARTD and ARTU shall receive, analyze,

(continued on page 15)

and utilize RCS results for recommending enhancements on service delivery improvement in the civil service.

ARTA Secretary Perez conveyed his gratitude to the CSC, acknowledging the agency's unwavering commitment to public service and its invaluable guidance and support to ARTA's programs.

"The signing of today's MOA is our shared commitment to making the government more responsive to the needs of the people. With this agreement, we will further strengthen our collaboration and cooperation in implementing the EODB," he added.

CSC Commissioner Acosta concluded the program by encouraging both agencies to make integrity, efficiency, and responsiveness become the norms in Philippine bureaucracy.

"Eliminating red tape not only fosters citizen satisfaction but also boosts organizational morale and economic growth. Let us, thus, work hand in hand to achieve the end that the MOA signed today intends and ensure that it will not be a mere collection of words in paper, but a pebble that will hopefully produce positive ripples in our offices, in the government as a whole, and our society at large," said Commissioner Acosta.

The MOA signing was also attended by officials and representatives from the CSC Central Office, Supreme Court of the Philippines, House of Representatives, Office of the President, Department of Information and Communications Technology, and Department of Finance. ®



In the photo are previous years' civil service examination (CSE) takers. Passing the CSE results in the conferment of either Career Service Professional Eligibility or Career Service Subprofessional Eligibility.

## 345k individuals take 20 August civil service exam

A total of 345,293 examinees took the Career Service Examination-Pen and Paper Test (CSE-PPT) Professional and Subprofessional levels conducted by the Civil Service Commission (CSC) on 20 August 2023.

Out of the 373,638 individuals who registered for the exam, 92.41% showed up in 95 testing centers nationwide comprised of 304,247 examinees for the CSE-Professional Level, and 41,046 examinees for the Subprofessional Level.

"We are delighted to share that we have just reached another milestone for the CSC with the remarkable increase in participants taking the CSE-PPT in just one calendar year. In 2023 alone, the CSC successfully conducted the CSE-PPT for a total of 726,900

participants. This number includes both the 381,607 candidates who took the exam in March and our exam takers this August," expressed CSC Chairperson Karlo Nograles.

Among the regions, the National Capital Region reported the biggest turnout of examinees at 48,200, followed by Region IV and Region III with 39,355 and 24,227 aspirants, respectively.

"Ito ay patunay na napakalaki ng demand sa pagkuha ng career service examination at ipinapakita nito na talagang marami sa ating mga kababayan ang nagnanais na makapasok sa government service," added Chairperson Nograles.

Chairperson Nograles also commended the smooth conduct of the exams nationwide as examinees diligently adhered to the examination advisory and health protocols released by the CSC.

"The success of today's exam owes much to our proctors, teachers, and volunteers who commit to providing a seamless and secure testing environment. *Hindi po kakayanin ng CSC ang humawak ng 727k examinees kung wala ang inyong dedikasyon at pagmamahal sa serbisyo publiko, kaya maraming salamat po sa inyo,*" he said. ®



CSC Chairperson Karlo Nograles (2nd from left) and San Agustin Mayor Esteban SF. Madrona, Jr. (leftmost), lead the ceremonial signing of the deed of donation for a lot in Barangay Poblacion, San Agustin, Romblon, on 11 August 2023.

## CSC accepts donated lot for new field office in San Agustin, Romblon

The Civil Service Commission (CSC) and the Local Government Unit (LGU) of San Agustin, Romblon officially signed the Deed of Donation for the parcel of land that will house the CSC Field Office in Romblon.

The signing ceremony took place on 11 August 2023 at the CSC Central Office in Quezon City.

CSC Chairperson Karlo Nograles and San Agustin Mayor Esteban SF. Madrona, Jr., together with CSC Commissioners Aileen Lourdes Lizada and Ryan Alvin Acosta, CSC Regional Office IV Director IV Maria Leticia Reyna, and San Agustin Municipal Planning and Development Officer Concepcion Angela Quijano, led the ceremonial signing of the deed of donation for the 600sqm lot located in Barangay Poblacion, San Agustin, Romblon.

*"Kami po ay nagpapasalamat sa very generous donation na ibinigay ninyo sa amin. Itong field office natin, mas accessible na para sa Romblomanons. We'll make sure that we'll have a space there for trainings, for learning and development, and for many other interventions na ginagawa natin dito sa CSC,"* said CSC Chairperson Nograles.

In his message, Mayor Madrona conveyed the difficulties encountered by examinees from

Tablas Island, who frequently have to travel via ferry to the main island of Romblon as early as Thursday or Friday before the scheduled Civil Service Examination Pen and Paper Tests (CSE-PPT) on Sundays, often resulting in instances of being stranded or stuck in the port.

He emphasized that the establishment of the new CSC Field Office in San Agustin, Romblon, will offer a more convenient and easily reachable testing facility, capitalizing on San Agustin's position as the entry point to Tablas Island.

*"Let's hope na kapag dito na tayo magpa-exam sa San Agustin, we can cater to nine neighboring municipalities. Hindi na nila kailangan tumawid ng barko. This is not only a reaffirmation of San Agustin; I think other mayors within Tablas will also be very happy about this project. We are*

(continued on page 17)

(from L-R) Governance Commission for Government-Owned or Controlled Corporations Former Chairperson Justice Alex L. Quiroz (ret.), Department of Budget and Management Secretary Amenah Pangandaman, and CSC Chairperson Karlo Nograles sign the Joint Circular of the rules and regulations for granting night shift differential pay (NSDP) to government employees on 1 August 2023 in Manila City.



## CSC, DBM, and GCG sign guidelines giving night shift differential pay to gov't employees

The Civil Service Commission (CSC), Department of Budget and Management (DBM), and Governance Commission for Government-owned or -Controlled Corporations (GCG) signed the Joint Circular (JC) regarding the rules and regulations for granting night shift differential pay (NSDP) to government employees at the Boncodin Hall, DBM Central Office, Manila City on 1 August 2023.

CSC Chairperson Karlo Nograles, together with DBM Secretary Amenah Pangandaman and former GCG Chairperson Justice Alex L. Quiroz (ret.), presided over

the ceremonial signing of the JC. The main objective of this JC is to extensively disseminate the guidelines and ensure uniform policy interpretation and effective implementation of Republic Act (R.A.) No. 11701 granting NSDP to qualified government employees.

*"With the signing of this circular, we reaffirm our commitment to fostering a fair and equitable work environment in government. This policy aims to uplift the well-being of our government employees and ensure that their efforts during night shifts are justly rewarded,"* said CSC Chairperson Nograles.

(continued on page 18)

really looking forward to this new CSC Field Office," said Mayor Madrona.

Chairperson Nograles added that the new office, which is slated for construction in 2024, will stand as a symbol of the CSC's unwavering dedication to the public good, benefiting not only San Agustin but the entire province of Romblon. This effort aims to bring government services in proximity to the citizens, ultimately improving the provision of public services.

*"We commit to make the CSC's presence stronger and more relevant in your province, and in San Agustin particularly, thru human resource (HR) management and organization development initiatives. This is because we believe that excellent HR practices result in excellent public service delivery. Mabuhay ang Romblon, mabuhay ang serbisyo publiko,"* added Chairperson Nograles.

Also present to witness the ceremonial signing were CSC Acting Assistant Commissioners Judith A. Dongallo-Chicano and Karin Litz

P. Zerna, Office for Legal Affairs Director IV Alma Flores-Foronda, Office for Financial and Assets Management Acting Director IV Maria Victoria M. Salazar, CSC Region IV Directors III Radne B. Jomud and Josephine R. Altura, and CSC Region IV Field Office Directors II Rafael Prado, Charity Arevalo, and Nancy Asilo.

Joining Mayor Madrona were his wife, Dr. Lilian Madrona, San Agustin Municipal Treasurer Gil L. Gallamoza, Municipal Assessor Neil T. Faigao, and Municipal Accountant Hermelyn P. Crespo.®

## CSC, DBM, GCG ... from page 17

Secretary Pangandaman explained that under the law, compensation premium or additional pay is given to government employees who work during graveyard shifts or between 6 p.m. and 6 a.m. of the following day.

"This is your government appreciating all of you, our modern-day heroes, who are going the extra mile and working longer hours out of their sheer sense of public service," she added.

"Providing proper compensation is a fundamental human right. Indeed, the NSDP is a much-deserved benefit for the employees heavily relied upon by the government to keep its operations working," stressed former GCG Chairperson Justice Quiroz.

The NSDP covers all government employees, including those in government-owned or -controlled corporations (GOCCs), occupying positions/items of Division Chief and below or their equivalent. This benefit covers individuals regardless of their appointment status (permanent, temporary, coterminous, substitute, contractual, or casual) and whether they have official working hours or a flexible work arrangement, such as work shifting, during the period from 6 p.m. to 6 a.m. of the following day.

This benefit is also given to incumbents of Division Chief positions and below or their equivalent, designated as Officers-in-Charge to executive/managerial positions when they are still bound to observe the work hours between 6 p.m. and 6 a.m. of the following day.

R.A. No. 11701, which took effect on 2 June 2022, provides that NSDP will be in addition to, and will not in any way diminish, whatever benefits and allowances are presently enjoyed by government employees. However, R.A. No. 11701 does not cover government employees whose regular schedule falls between 6 a.m. and 6 p.m., including those under the flexible work arrangements whose nature of services require their rendition within the same period.

CSC Chairperson Nograles thanked the DBM and GCG for partnering with the CSC in the formulation and drafting of the JC.

"Your perseverance and collaborative spirit have been instrumental in shaping a policy that aligns seamlessly with our vision of a progressive and inclusive civil service. This ceremonial signing stands as a testament to our shared commitment to forge a civil service that remains responsive, resilient, and unwavering in its dedication to the welfare of our beloved nation," he said.

Also present during the ceremonial signing of the JC were DBM Undersecretary Wilford Will L. Wong, CSC Commissioner Ryan Alvin R. Acosta, GCG Commissioners Gideon D.V. Mortel and Geraldine Marie Berberabe-Martinez, CSC Assistant Commissioner Ariel G. Ronquillo, CSC Acting Assistant Commissioners Judith A. Dongallo-Chicano and Nerissa B. Canguilan, DBM Assistant Secretary Achilles Gerard C. Bravo, DBM Director Gerald R. Janda, and CSC Directors Maria Luisa Salonga-Agamata, Jennifer Timbol, and Sheila G. Acuña. 📌

## CSC prescribes courier ... from page 13



be communicated to the public transparently by the CSC.

Previously, the CSC has not prescribed any fee to cover costs of courier service delivery as requesting clients are required to submit a pre-paid courier service pouch. However, this approach has become impractical due to the growing inclination toward online requests for civil service-related documents.

In July 2020, the CSC launched the Online Registration, Appointment, and Scheduling System (ORAS) to continue the delivery of its frontline services despite community restrictions due to the COVID-19 pandemic. The system was later enhanced to enable the transacting public to file requests for CSC records and documents, and pay through the Land Bank of the Philippines' Link.BizPortal and other e-payment facilities. Clients, then, have the option to receive the documents via courier service.

Aside from ORAS, the CSC, through its Integrated Records and Management Office, also processes electronic and regular mail requests, which are also delivered to clients through courier service.

CSC Resolution No. 2200662 will take effect fifteen (15) days from the date of publication in a newspaper of general circulation or on 22 August 2023. 📌

## CSC Regional Offices reach out to underserved communities

Medical missions were conducted nationwide by Civil Service Commission Regional Offices (CSC ROs) throughout September as part of the celebration of the 123<sup>rd</sup> Philippine Civil Service Anniversary.

In Luzon, more than 100 indigenous peoples of Quibal, Peñablanca received medical attention during the CSC RO II's conduct of medical mission on 1 September 2023 to kick off the celebration of the 123<sup>rd</sup> Philippine Civil Service Anniversary (PCSA).

CSC RO II, led by Acting Director IV Atty. Marites P. Lappay, spearheaded the medical mission in Agta Village, Quibal, Peñablanca, Cagayan to provide medical assistance to the marginalized sectors of the community, the Agta brothers and sisters and their children.

Together with CSC RO II, doctors, nurses, and medical practitioners from the Department of Health, Cagayan Valley Medical Center, and the Rural Health Unit of Peñablanca, Cagayan pooled their resources together and gathered medical supplies and equipment for the said medical mission.

Aside from medical check-up, 67 residents also had their oral health



CSC Regional Office II provides medical assistance to Agtas in Penablanca, Cagayan as part of the 123<sup>rd</sup> Philippine Civil Service Anniversary.



CSC Regional Office I holds medical mission in Luna, La Union on 14 September 2023.

checkup and treatment, while 3 kids were circumcised. The beneficiaries also received vitamins and dental kits. Medical health professionals also delivered informative and practical lectures on how residents can properly take care of their health.

Other CSC RO II's partners for the activity were the Municipal Police Station of Peñablanca for security and Ms. Ester Temmerman, a philanthropist, for providing her House of Prayer as venue of the activity.

CSC Cagayan-Batanes Field Office Acting Director II Valnizan HC. Calubaquib and Legal Services Division Chief Atty. Marcelo C. Cabildo Jr. led the coordination of the activity.

In CSC RO I, its medical mission and outreach program was conducted in Barangay Magsiping, Luna, La Union on 14 September



2023. Barangay Magsiping was the chosen beneficiary of the program as said barangay is often the last to receive help from relief operations during typhoons and other calamities.

Event volunteers include six (6) doctors, four (4) dentists, one (1) medical technologist, as well as nurses, pharmacists, and dental aides. Several personnel from the Municipal Health Office of Luna were also present. There were also two dental buses for tooth extraction services. A total of 253 residents were served by these medical volunteers.

(continued on page 20)

## CSC Regional Offices ... from page 19

Aside from medical and dental check-up and services, the beneficiaries were provided with medicines, vitamins, and oral health family packages containing five (5) toothbrushes and a large toothpaste. The Department of Health also handed out first aid kits for the barangay.

Family food packs from the Department of Social Welfare and Development were also handed out to the 233 families from Barangay Magsiping and 21 families from neighboring barangays. It contains 6 kilos of rice, various canned goods, coffee and/or cereal energy drinks. Interested beneficiaries were also given vegetable seed packet sets to be used for backyard farming. Snacks and preloved clothes, shoes, bed sheets, and blankets were likewise provided to the beneficiaries.

The event was organized by the CSC RO I with the help of partner agencies and private organizations such as the DOH-Ilocos Center for Health and Development; Ilocos Training and Regional Medical Center; Provincial Government of La Union-Provincial Health Office; La Union Medical Society; La Union Medical Representative; Generika/Actimed Inc.; DSWD-Field Office 1; Land Transportation Office-Regional Office 1; Department of Agriculture-Regional Field Office 1; Department of Labor and Employment; Municipal Government of Luna, La Union; and Barangay Magsiping, Luna, La Union.

Aside from underserved communities, CSC RO XII held a medical and dental mission for children-in-conflict with the law (CICL) and children-at-risk (CAR)



Aside from medical services, beneficiaries of the medical mission also received food packs, medicines, vitamins, and oral health family kits.



residents at the Bahay Pag-Asa in Koronadal City, South Cotabato.

CSC RO XII, in partnership with the Department of Health and the City Government of Koronadal including its City Health Office and City Social Welfare & Development Office, provided medical and dental services to 16 CICL and CAR with the help of volunteer doctors, dentists, and nurses. After the consultation, the beneficiaries were given medicine, vitamins, hygiene kits, and food packs.


Aside from underserved communities, CSC RO XII held a medical and dental mission for children-in-conflict with the law (CICL) and children-at-risk (CAR) residents at the Bahay Pag-Asa in Koronadal City, South Cotabato.

In Bicol region, CSC RO V conducted a medical mission for children with special needs on 23 August 2023 at the Legazpi City Convention Center. In partnership with the City Government of Legazpi and its City Health Office, CSC RO V provided medical services to a total of 37 persons with disabilities aged 2 to 22 years old. Medical and dental check-ups, free medicines, nutritional assessments, and immunizations were provided to the said beneficiaries. They were also enrolled in the E-Konsulta to

ensure that they receive continuous medical services. The beneficiaries also received preloved clothes and beddings, eggs, fruits, and school supplies.

In her welcome message, CSC RO V Director IV Atty. Daisy P. Bragais expressed gratitude to the City Government of Legazpi for their full support in the conduct of the medical mission. She also welcomed all the partners, guests, parents, and guardians of the beneficiaries. Legazpi City Mayor Carmen Geraldine Rosal also graced the event together with City Health Officer Dr. Fulbert Alec R. Gillego, City Social Welfare Officer Marlene G. Manaya, and City Veterinarian Dr. Emmanuel V. Estipona.

In addition to the medical services, the City Veterinary Office, in partnership with several organizations, conducted a feeding and wellness program. The beneficiaries and others who were present during the medical mission enjoyed free massage, haircut, rug-making lesson, and eyebrow shaping.

Volunteer students from Ago Medical and Educational Center - Bicol Christian College of Medicine also assisted the City Health Office of Legazpi in providing health care to the beneficiaries. 



Participants from various government agencies join the regional leadership development organized by CSC RO X on 5 September 2023 in Cagayan de Oro City.

## CSC RO X holds leadership development program on digital transformation

The role of digitalization in streamlining bureaucratic processes was the highlight of the CSC Regional Office X's (CSC RO X) leadership development program held last 5 September 2023 in Cagayan de Oro City.

Graced by CSC Chairperson Karlo Alexei B. Nograles, the event served as a pivotal milestone in Region 10's journey toward efficient e-governance, where 320 participants from various government agencies across the region gathered together.

In his speech, Chairperson Nograles emphasized that the digital transformation envisioned by the CSC is consistent with the theme of the Philippine

Development Plan 2023 to 2028 to "transform the economic and social sectors for a prosperous, inclusive, and resilient society." He mentioned that part of the bureaucracy's agenda is digitalization to ensure better public service delivery and more transparency.


Chairperson Nograles proudly revealed the digital innovations in the CSC, particularly the Online Appointments Processing System (OAPS) and the Learning Management System (LMS). Through the OAPS, the preparation of appointments by human resource management officers and the processing of appointments by the CSC will be fully automated. Likewise, through the LMS, learning and development interventions can be provided anytime, anywhere.

Other distinguished speakers from the CSC and the Provincial Government of Agusan Del Sur shared their expertise and valuable insights, making it a comprehensive and enlightening experience for all attendees. CSC Field Office (FO)-Camiguin Director II Mary Ann H. Borres, opened the event with the topic on "Change Management: Transforming Organizations". Meanwhile, CSC FO-Lanao del Norte Director II Alona B. Carumba, provided valuable insights on the Amendment of Section 4 and 34 of the 2017 Omnibus Rules on Appointment and Other Human

Resource Actions, as amended. CSC RO X Chief Human Resource Specialist Maria Cristina Gorgonia T. Saligumba elaborated the salient features of the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM.

Mr. Nephtali Morgado, Provincial Government Department Head/IT Manager of the Provincial Information Management Office of the Provincial Government of Agusan del Sur, shared their best practices in organizational efficiency with the development of the Human Resource Information System, an innovative and advanced system they developed and implemented, which have streamlined, enhanced, and digitalized government transactions.

CSC Integrated Records Management Office Director IV Noreen Boots Gocon-Gragasin explained the other digital initiatives of the Commission: the External Civil Service Verification System (eCSEVS) and the Online Appointment Processing System (OAPS) of the Commission.

The event was headed by CSC RO X Acting Director IV Noemi Rabe-Torres and Acting Director III Cosette D. Maglasang-Mundo and facilitated by its Human Resource Division. 

## Government exemplars in the regions receive recognition

The CSC Regional Offices (CSC ROs) nationwide conducted the Regional Awards Rites for the 2023 Search for Outstanding Government Workers under the Honor Awards Program (HAP) throughout September as part of the celebration of the 123<sup>rd</sup> Philippine Civil Service Anniversary.

In CSC RO VI, a recognition ceremony dubbed *Pasidungog* 2023 was held for exemplary government workers in Region VI on 21 September 2023 in Iloilo City. Twenty-nine regional winners and seven (7) national semi-finalists of the 2023 Search were awarded during the awards rites.

In his keynote speech, CSC Commissioner Ryan Alvin R. Acosta congratulated and commended the awardees for their accomplishments and contributions. He described them as catalysts for better public service. Commissioner Acosta also highlighted the feat of Region 6 for having a national awardee almost every year.

Together with CSC RO VI's Regional Committee on Awards (RCA), Commissioner Acosta conferred the certificates of recognition to the awardees in the presence of their respective heads of offices and HR management officers. The RCA is composed of CSC RO VI Regional

Director Nelson G. Sarmiento, Assistant Regional Director Erna T. Elizan, Chief HR Specialist Maria Theresa J. Aguirre, Department of Environment and Natural Resources VI Chief Administrative Officer Ernest C. Federiso, and University of the Philippines Visayas Associate Professor Dominique J. Maquiran.

Iloilo Provincial Administrator Raul N. Baniyas, a 2006 Presidential *Lingkod Bayan* awardee, delivered an inspirational message where he shared his journey and growth as a public servant. He emphasized the importance of being vision-driven in the exercise of one's role in government.

Four former national HAP awardees, including Dr. Baniyas were given tribute during the program. The three others were 2020 CSC Pagasa awardee, Dr. Jesus C. Insilada; 2021 *Dangal ng Bayan* awardees, Analyn C. Perez and John L. Alcazar, who were not able to experience receiving the award in Malacanang due to the pandemic.

Engr. Rowen R. Gelonga, team leader of the Presidential *Lingkod Bayan* national semi-finalist, S-PaSS Core Team, gave a response on behalf of all awardees. He highlighted the importance of the contribution of each awardee's accomplishment in serving the Filipino people.



A total of 183 participants composed of HAP regional winners and semi-finalists, CSC RO VI officials and personnel, heads of agencies, HRM officers and family members and guests of the honorees attended the said ceremony.

On the same day, the CSC Caraga also held their own regional awarding in Butuan City. Four (4) civil servants were conferred the Outstanding Government Worker award. The two (2) awardees for the *Dangal ng Bayan* award were Municipal Mayor Alfredo M. Coro II, LGU-Del Carmen, Surigao del Norte, and Teacher III Edwin C. Fuego, Department of Education (DepEd), Division of Butuan City. Meanwhile, the CSC *Pagasa* awardees were Master Teacher I Romar B. Amolo, DepEd, Division of Butuan City, and Education Program Supervisor Venus M. Alboruto, DepEd, Division of Surigao City, who is also a national semi-finalist.

Richard C. Recososa, a 2013 *Dangal ng Bayan* awardee, served as the guest speaker. In his message, Recososa emphatically stressed the importance of expressing "Thank You", to appreciate life amidst daily turmoil and to find life more meaningful by becoming an instrument where everyone appreciates the daily blessings as servant heroes. ®

## Citizen's Guide



## Pamanang Lingkod Bayani: Honoring civil servants who died in the line of duty

The Civil Service Commission (CSC) is accepting nominations for the *Pamanang Lingkod Bayani* (PLBi) Program as a tribute to civil servants who died or were killed in the line of duty. The following are the highlights of the program promulgated through CSC Resolution No. 2100266 dated 10 March 2021:

### What is *Pamanang Lingkod Bayani*?

1

The *Pamanang Lingkod Bayani* is a program that seeks to recognize civilian public servants who risked their lives and were killed in the line of duty, or those who died while in the performance or pursuit of their respective functions, duties and responsibilities. It is a tribute to slain/deceased kawani who displayed the characters of a *bayani* in the name of public service.

### Who are covered under the program?

2

Civilian and non-uniformed employees with permanent, temporary, probationary, elective, contractual, casual and co-terminus status of employment, except those entitled to compensation and death benefits under existing and prospective laws and issuances, such as but not limited to the following:

- Republic Act No. 11494 otherwise known as "Bayanihan to Recover as One Act"
- Republic Act No. 1159 or "An Act Extending the Availability of Appropriations Under RA 11494"
- Republic Act No. 6963 or "An Act Granting Special Financial Assistance and Benefits to the Family or Beneficiary of any Police or Military Personnel or Fireman Killed or Permanently Incapacitated while in the Performance of His Duty or by Reason of His Office or Position and for Other Purposes"
- Executive Order No. 110 entitled "Institutionalizing the Comprehensive Social Benefits Program (CSBP)"

3

**What are the benefits provided to the beneficiaries of the program?**

- a. *Pamanang Parangal sa Lingkod Bayani* - a tribute to recognize the loss of life of a public servant while on duty and done during the Flag Raising Ceremony of his/her agency. A certificate of recognition signed by the Chairperson of the Civil Service Commission shall be given to the family of the awardee.
- b. *Pondong Pamanang Lingkod Bayan* - a one-time financial assistance of One Hundred Thousand Pesos (PHP100,000.00) given to the bereaved family of the awardee.
- c. *Pamanang Lingkod Bayan Iskolarsyip* - beneficiaries of PLBi awardees may be recommended in state universities and colleges as scholars.



CSC provides bereaved families of Pamanang Lingkod Bayani awardees with recognition rites, one-time financial assistance of PHP100,000, and scholarship benefits for their qualified beneficiaries.

4

**What are the nomination procedure and requirements for the PLBi Program?**

- Heads of agencies or regional offices may submit nominations of qualified deceased or killed personnel within six (6) months from the time of death. Soft copies of the following requirements shall be submitted via email to the CSC Regional or Field Offices:
- a. PLBi Nomination Form (PLBi Form No. 1);
  - b. Certification from the Head of the Agency or Head of the Regional Office stating that the nominee was killed in line of duty or died while in the performance of his/her duties and functions, and that the nominee is not covered by death benefits for similar cases under existing laws;
  - c. Name of beneficiary/ies (subject to the Law on Succession), contact information, relationship to the nominee certified correct by the agency or regional office head;
  - d. Nominee's copy of latest Personal Data Sheet (PDS)
  - e. Service Record of the nominee
  - f. Medical/Police Report
  - g. Death Certificate

5

**What are the grounds for disqualification in the PLBi Program?**

- Incomplete nomination requirements;
- Submission of nomination beyond six (6) months from the date of death of the nominee;
- Insufficient evidence that the nominee died or was killed in the actual performance of his/her duties and function; or
- Any violation of the provisions of the PLBi Guidelines.

6

**What is the process for validation and selection of PLBi awardees?**

- Step 1.** CSC Regional Office reviews and validates the nomination received. If the nominee is qualified, CSCRO submits documents to the National Honor Awards Program (HAP) Secretariat within seven (7) days from receipt of nomination.
- Step 2.** The National HAP Secretariat prepares the necessary documents for endorsement to the PLBi Executive Committee.
- Step 3.** The PLBi Executive Committee decides on whether to recommend or not to recommend the nomination to the Commission.
- Step 4.** The Commission decides on the action of the PLBi Executive Committee. If approved, the Commission shall issue a resolution on the PLBi awardee and the grant of the financial assistance.

7

**How will the award be conferred?**

A member of the Commission or a duly authorized representative shall confer the Certificate of Recognition and financial assistance to the beneficiary/ies in a simple tribute during the flag-raising ceremony in the awardee's agency. However, in case of calamity or national emergency wherein mass gathering is not allowed, the award can be conferred through a virtual platform.

8

**What is the source of funds of the program?**

The implementation of PLBi program shall be sustained through fund raising activity to be conducted to kick-off the month-long celebration of the Philippine Civil Service every September. Provided, however that only twenty (20%) of the gross collection shall be used for the administrative cost related to the fund raising activity pursuant to DSWD Memorandum Circular No. 17, s. 2014, on the Revised Omnibus Rules and Regulations on Public Solicitations.

# Dynamic PHILIPPINE CIVIL SERVICE\*

**O**n behalf of the CSC, we are honored to have you all with us, welcome to the 2023 Public Sector Human Resource Symposium. This event is designed to be a venue for productive exchange of insights and experiences on dynamism which we believe is an essential characteristic in honing agile and future-ready servant heroes.

It is also an honor to share the stage with such esteemed experts from public sector and private organizations—the Department of Education (DepEd), the National Economic and Development Authority (NEDA), the Development Academy of the Philippines (DAP), the University of the Philippines- National College of Public Administration and Governance (UP-NCPAG), and Tetra Tech international Development—all institutions who exemplify dynamism in the transformation of their processes, systems, structures, infrastructure, and human resources. We thank these institutions and all of you for your support to the 123<sup>rd</sup> PCSA.

### 123<sup>rd</sup> Philippine Civil Service Anniversary

We are in the final stretch of the month-long Philippine Civil Service Anniversary and we encourage everyone to continue to enjoy the activities lined-up as we enter the *Linggo ng Pasasalamat*. More than that, I hope that in the course of our celebrations of the PCSA we are all able to reflect on 1) the need for continuous public service transformation and digital transformation; 2) why we need to up the ante of public service delivery by being agile and future-ready; and 3) that we all gained a deeper appreciation of the important role of our 1.9 million government workforce in the achievement of national goals and aspirations.

### PCSA Thematic Focus: Dynamism

Now, why did we select Dynamism as the thematic focus of this year's PCSA? As you know the Philippines belongs to the ASEAN Cooperation on Civil Service Matters. ACCSM was established to enhance regional cooperation for a high performing and dynamic civil service. This is key to

the achievement of the ASEAN Vision 2025, which is to be a community that is politically cohesive, economically integrated, socially responsible and truly rules-based, people-oriented and people-centered. Of course dynamism is identified as key characteristic of the ASEC civil service.

So the CSC aligned the thematic focus of the 123<sup>rd</sup> PCSA and the 2023 Public Sector Symposium to the ACCSM vision. We highlight the importance of fostering dynamism among government workers to develop sustainable management and strengthen organizational resilience. Because a bureaucracy marked by dynamic employees can readily adapt to abrupt changes and is capable of withstanding difficulties, therefore ensuring uninterrupted service delivery.

The CSC, as the central human resource or HR agency of the Philippine government, must constantly strive to provide transformative human resource and organization development programs and policies to steer the Philippine bureaucracy to the future.

### Revolutionizing HR management

And how best to steer the bureaucracy to the future than to revolutionize the HR management in the Public Sector? Employees are an organization's most important resource. "Human resource or human capital," are the most vital assets which organizations must cultivate and develop. In the public sector, HR management and development are the primary mandate of the Civil Service Commission.

The CSC is more than just exams administration, appointments processing, and issuance of eligibilities.

Perhaps if you think of the government as a company, then the CSC is its human resource arm that takes care of the 1.9 million state workers. After all, the CSC handles the four Rs of HR management in the bureaucracy, namely, Recruitment, Retention, Rewards, and Retirement.

Consider then that if the country's system of governance and efficient service delivery depends on the quality of our human capital - the men and women who manage the day-to-day affairs of government - the CSC's role as the central HR institution of the Philippine government is most critical.

### HRM, Governance, and Service Delivery

So if the CSC chooses to be static, unresponsive and not dynamic, then obviously public service delivery and government will suffer. Lucky for us, the civil service that we know today has evolved so much from its early beginnings.

For an institution in existence since 1900, the Philippine Civil Service recognizes that it must consistently keep up with the times. It must constantly strive to remain at the forefront of recognizing and adapting to the transformative power of technology.

We recognize that the Fourth Industrial Revolution or FIRE is upon us, and embracing digital transformation will undoubtedly be a critical aspect of HR management,

\*Keynote message delivered by Chairperson Karlo A. B. Nograles at the 2023 Public Sector Human Resource Symposium, 27 September 2023, World Trade Center, Pasay City

# EXECUTIVE LETTER

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If the country's system of governance and efficient service delivery depends on the quality of our human capital - the men and women who manage the day-to-day affairs of government - the CSC's role as the central HR institution of the Philippine government is most critical.

governance, and service delivery. By leveraging digital tools and innovation, we can streamline processes, enhance service delivery, and empower our civil servants to serve the public with greater efficiency and effectiveness.

It is not just the systems and the tools, but data analytics, evidence-based policy making, and prioritizing the re-skilling and upskilling of our human capital. We want to ensure that our government workers are open to innovation, creative thinking, and experimentation in the use of digital tools such as big data, crowdsourcing, and systems thinking.

### Digital Transformation in the CSC

The CSC has drawn up and institutionalized the CSC Digital Transformation Framework and Roadmap or DX.

An important policy initiative to set the tone of the DX undertaking is the 'Digital First Policy'. We are keen on investing in applications that are the central point of contact with clients to improve their experience, and create a successful hybrid world where clients can interact with CSC across multiple channels such as mobile apps, desktop website, on their phones or tablets, in a highly integrated and cohesive way - from offline to online and back again, known as an omnichannel experience, to create a holistic or total experience.

The CSC's DX initiative is vision-led. It is aligned towards the fulfillment of the long-term vision of CSC, to ensure that "by 2030, the CSC shall be the leader in empowering people and organizations in HR and OD, and in serving the public through streamlined and digital services."

The pathway to achieving DX includes careful assessment of the CSC's present environment and situation and laying down the appropriate strategy to achieve the desired DX goals.

The results of the assessment served as a take-off in the mapping of our digital transformation roadmap. One of the most significant steps taken was moving from having an

Information Technology Division to creating an Information and Communications Technology Office, an entire office that will cater to all the ongoing and upcoming information technology (IT) programs of the Commission.

Moreover, part of the strategies is to create technology-enabled platforms that will help our employees work more efficiently by automating transactional tasks, managing workflows, and connecting systems and software applications to create a seamless workplace experience.

For example, we have created a Knowledge Management Portal that serves as a single source of reliable information and where e-services for CSC employees are made available. We have also adopted the Customer Feedback and Satisfaction Survey, a web-based, standard feedback tool across CSC offices that enables monitoring of real-time feedback and data generation.

### CSEVS

A game-changer this year is the introduction of the Civil Service Eligibility Verification System or CSEVS, an electronic database which allows authorized CSC employees to check the truthfulness and veracity of the civil service eligibility of individuals, as part of the process of attesting appointments submitted by the agencies. Just recently, we have opened the system to HR officers and to the eligibles themselves. Before, agencies would require job applicants to submit an authenticated proof of eligibility. Applicants needed to go to the CSC to secure one, with a fee.

Now, the HR officer may use the system to directly verify the eligibility of the applicant. Similarly, eligibles may use the CSEVS to access and screenshot their eligibility information and submit it as an official document in lieu of the authenticated copy of their Certificate of Eligibility. The CSEVS cuts the cost and time spent on eligibility verification and authentication procedures on the part of the eligible, the agency HR officer, and the CSC.

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For an institution in existence since 1900, the Philippine Civil Service recognizes that it must consistently keep up with the times. It must constantly strive to remain at the forefront of recognizing and adapting to the transformative power of technology.

### Client Engagement through a Chatbot

We are also already working to have in place by next year, the Digital Feedback Management System or DFMS.

DFMS aims to improve customer experience and innovate the CSC's client management process. It is more than just an artificial intelligence-based chatbot to respond to comments and private messages on our website and applicable social media channels.

The DFMS will complement our contact center facility or Contact Center ng Bayan by providing 24/7 customer service and automated feedback management, thus unburdening our agents with repetitive tasks and allowing them to focus on developmental initiatives. The system can also capture data on these interactions, which the CSC will analyze as evidence for policymaking and implementation, program development, and service delivery improvement, among others.

### Contact Center ng Bayan

Speaking of CCB, in 2022, we successfully facilitated a total of 134,638 transactions, with a resolution rate of 99.90%. However, with the ever-evolving needs and demands of clients, the changing landscape of public assistance with the aggressive developments in technology, and new policies or laws raising the standards of public service even higher, it is imperative that we not just keep up, but that we level up and hopefully lead the way.

Our Contact Center ng Bayan or CCB is upgrading and future-proofing its contact center infrastructure. It has finished its series of benchmarking and consultation activities to explore the best options for contact center systems and practices in the digital age. Aside from proposing improvements in its physical set-up, in the pipeline are proposals to upgrade its customer relationship management or CRM System and corresponding hardware, with the following objectives:

1. Enhanced Public Assistance and Feedback Handling Ecosystem;

2. Modernized CCB Facility;
3. Optimized Capacity in Handling Transactions and Data Analysis Generation;
4. Seamless Feedback Operations;
5. Bolstered Targets and Improved Service Standards; and
6. Continued Compliance with Statutory and Regulatory Requirements.

### Important of feedback collected through DFMS and CCB

Customer feedback is crucial for us to understand our customers' experiences. This will help us see how we could truly satisfy our customers, the public. Along with the never-ending cycle of reengineering our systems and procedures, we also need to know customer experience in availing government services. This is how we will optimize service delivery improvements to achieve higher levels of customer satisfaction.

The interoperability of the CCB's improved CRM System, and the Digital Feedback Management System will comprise a customer feedback ecosystem that shall enable the CSC to provide effective public assistance to more customers. The DFMS and CCB upgrade show how the CSC is prioritizing automation and maximizing technology to improve internal processes and service delivery.

### Changing workplaces and workspaces with L&D

Civil Servants must have digital competence. Digital competence is generally defined as the ability to navigate the proliferation of tools, technologies, and platforms that one could potentially use to work and to communicate digitally—the ability to work effectively in a workplace defined not by physical space but by digital technology.

My position on this matter remains resolute. Digital solutions should empower and not intimidate our civil servants. We prioritize interventions designed to reinforce the foundational digital literacy of government workers so they will not be vulnerable to the acceleration of technology.

# EXECUTIVE LETTER

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Digital solutions should empower and not intimidate our civil servants. We prioritize interventions designed to reinforce the foundational digital literacy of government workers so they will not be vulnerable to the acceleration of technology.

A future-ready civil service requires a workforce that is dynamic and well-equipped to handle the complexities of the modern world.

The CSC, through the Civil Service Institute or CSI, has begun to offer courses on HR analytics, managing a multigenerational workforce, emotional intelligence, facilitating and administering online learning, digital leadership, well-being centric leadership and workplace wellness, and designing and developing microlearning courses which were not available in the CSC five or ten years ago.

Speaking of learning, the CSC strongly supports the shift to eLearning and exploring ways or tools to acquire new knowledge and skills. We have promulgated the General Guidelines on Digital/Online Learning in the Public Sector, effectively recognizing the reality of the increasing use of alternative learning modes apart from the traditional, face-to-face classroom training. It provides four (4) digital or online learning modalities that government agencies may adopt. These are webinars and other synchronous learning approaches, e-learning, microlearning modules, and blended learning. Training hours earned from participating in digital or online courses are reflected in an employee's credentials.

Because of Covid-19, the CSI has delivered its courses via a videoconferencing platform since 2020; while we were forced to do it during the height of the pandemic, offering an alternative mode of learning continued to be useful, practical, and in-demand even as restrictions on mobility and social gatherings were eased and eventually lifted.

So the CSI is also developing a Learning Management System that aims to be a one-stop platform that can facilitate the creation, delivery, and management of learning and development programs for the entire bureaucracy.

Through this system, the CSI aims to reach out to a critical mass of government employees by designing and conducting e-learning courses on the platform. It will also

allow the CSI to manage and monitor the participants' profile, information, and learning progress; oversee the delivery of synchronous, asynchronous, and blended L&D programs; and share resources and materials such as training modules, participant manuals, e-books, microlearning videos, e-certificates, and many others.

### Policies to ensure uninterrupted public service delivery

To further aid digital transformation within the bureaucracy, the CSC crafted policies to ensure uninterrupted public service delivery. We have issued guidelines for the adoption of flexible work arrangements in government agencies. These include flexiplace, compressed work week, skeleton workforce, work shifting, flexitime, and any combination of these that an agency may find appropriate or applicable to its mandate and functions.

Institutionalizing flexible work arrangements serves as a preventive measure to safeguard the health, safety, and welfare of civil servants 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 but more so encourage the adoption of information and communications technology or ICT for remote work, and provide reasonable work arrangements for vulnerable employees.

The Commission also promulgated CSC issuances aimed to digitalize certain processes, such as the policy allowing the online filing and submission of the Statement of Assets, Liabilities, and Net Worth during exceptional circumstances, and online filing of applications for accreditation and Collective Negotiation Agreement or CNA registration for employees' organizations.

Other CSC issuances promote the general welfare of civil servants. For example, the CSC has directed all government agencies to establish a Mental Health Program that will promote mental health in the workplace and address stigma and discrimination endured by people with mental health

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By leveraging digital tools and innovation, we can streamline processes, enhance service delivery, and empower our civil servants to serve the public with greater efficiency and effectiveness. It is not just the systems and the tools, but in data analytics, evidence-based policy making, and prioritizing the re-skilling and upskilling of our human capital.

conditions. The program shall be integrated as a regular human resource development or HRD program specifically under Health and Wellness.

Moreover, our partnership with the Department of Labor and Employment and the Department of Health (DOH) resulted in the formulation of a Joint Memorandum Circular, which aims to institutionalize occupational safety and health in government workplaces to protect government workers from the dangers of injury, sickness, or death, and to prevent loss or damage of properties through the adoption of safe and healthy working conditions.

These are just some of the digital governance initiatives that we have rolled-out aimed at increasing efficiency and productivity in public service delivery. All these are very much in line with thematic focus of the 2023 PCSA – dynamism.

To modernize the civil service and sustain efforts to build back more, to be future ready and future able, there is a need for digital transformation, to have a “digital first” mindset. However, even as we ambitiously set our sights on the future, we remain cautious of the dangers of fast-paced technological advancements. While we remain agile and ready to embrace these advancements we must ensure we safeguard data privacy and ensure that technology remains a force for good in the service of our citizens and our country.

To our more than 5,500 registered participants both onsite

and online at this 2023 Public Sector Human Resource Symposium and all those who participated in the different PCSA celebration activities of the CSC, I call on you all to remain resolute in our partnership, to foster dynamism in the public sector and among civil servants as we make our contributions to bring us closer to the attainment of our common aspiration reflected in *Ambisyon Natin 2040*—of a *Matatag, Maginhawa at Panatag na Buhay para sa lahat ng Filipino*.

Now more than ever, we recognize the need to be more pro-active in pursuing future readiness in the civil service to respond to evolving needs of both employees and clients. I am confident that all of you are with me in this journey.

Thank you very much for this opportunity to share some of the CSC's initiatives to be at the forefront of digital transformation; in learning and development in streamlining; processes, enhancing service delivery, and empowering civil servants to serve the public with greater efficiency and effectiveness.

*Muli, maligayang ika-isandaan at dalawampu't tatlong taong anibersaryo sa ating lahat. Mabuhay ang serbisyo sibil ng Pilipinas, mabuhay ang serbisyo publiko!*

*Maayong buntag, ug daghang salamat kaninyong tanan! •*

# 123<sup>rd</sup> PHILIPPINE CIVIL SERVICE ANNIVERSARY: CULTIVATING DYNAMISM AMONG GOVERNMENT WORKERS



## CSC LAUNCHES CIVIL SERVICE MONTH WITH ONLINE FORUM ON DYNAMISM

The 123<sup>rd</sup> Philippine Civil Service Anniversary (PCSA) celebration kicked off with an online forum on public sector dynamism organized by the Civil Service Commission (CSC) on Monday, 7 August 2023.

During the virtual launch, CSC Commissioner Aileen Lourdes A. Lizada shared an overview of the activities lined up for the 123<sup>rd</sup> PCSA celebration, emphasizing that the month-long event is the anniversary of the whole civil service.

CSC Chairperson Karlo Nograles emphasized the significance of cultivating dynamism among government workers as this year's thematic focus of the PCSA. The aim is to foster sustainable management

practices and enhance organizational resilience in the public sector.

"A bureaucracy marked by dynamic employees, sustainable management or leadership, and a resilient organization is one that can adapt to abrupt changes and is capable of withstanding difficulties, therefore ensuring uninterrupted service delivery," he said.

The event showcased insightful presentations on how various government agencies are promoting dynamism in the bureaucracy. Chairperson Nograles highlighted the CSC's initiatives under its digital transformation journey, including the successful introduction of the Civil Service Eligibility Verification System (CSEVS). Additionally, he unveiled upcoming projects such as the Digital Feedback Management System, which will

## The ELECTRONIC FILING AND PAYMENT SYSTEM (eFPS)

- ❖ Developed in response to the eCommerce Act of 2000
- ❖ Mandated to be used by all Large Taxpayers and certain other types of taxpayers
- ❖ Can directly encode taxpayer info into, and pay via, the eFPS, through the BIR Website ([www.bir.gov.ph](http://www.bir.gov.ph))
- ❖ Must have an account with an Authorized Agent Bank (AAB) linked to the eFPS

## UPGRADING OF SYSTEMS



Bureau of Internal Revenue Commissioner Romeo D. Lumagui Jr. (top) and Government Service Insurance System President and General Manager Jose Arnulfo Veloso (bottom) highlight their agency's digitalization initiatives to enhance public service delivery during the virtual launch of the 123<sup>rd</sup> Philippine Civil Service Anniversary on 7 August 2023.

employ a client assistance chatbot, and the upgrading and future-proofing efforts for the Contact Center ng Bayan (CCB).

"It is not just the systems and the tools, but in the re-skilling and upskilling of our human capital as well. We intend to ensure government workers are open to innovation, creative thinking, and experimentation in the use of digital tools such as big data, crowdsourcing, and systems thinking," added Chairperson Nograles.

Bureau of Internal Revenue (BIR) Commissioner Romeo D. Lumagui Jr. presented the tax agency's current efforts to establish a dynamic and efficient tax system by streamlining and digitalizing the filing and payment process through the electronic Filing and Payment System (eFPS).

Moreover, Government Service Insurance System (GSIS) President and General Manager (PGM) Jose Arnulfo Veloso highlighted his agency's initiatives in digitalization to enhance services for government employees. These efforts include the implementation of the Wireless Automated Processing System (GW@

PS) Kiosks, GSIS Member Online (eGSISMO) facility, and GSIS Touch mobile app.

In his closing remarks, CSC Commissioner Ryan Alvin R. Acosta mentioned that the insights and experiences shared during the launch have the potential to assist other government agencies in enhancing their service delivery.

"It is our fervent hope that our participants from various government agencies were able to learn from the experiences of the CSC, the BIR, and the GSIS as we all embark on our digital transformation journeys. At the CSC, we are committed to continuous innovation, development, and transition to meet the human resource needs of the entire bureaucracy," he concluded.

The online forum has set the tone for an exciting and transformative celebration of the 123<sup>rd</sup> PCSA towards a more dynamic, resilient, and service-oriented civil service in the Philippines. The collaborative efforts of government agencies will undoubtedly shape the future of public service delivery, ushering in a new era of progress and excellence.

## GOV'T WORKERS ENJOY FREEBIES, DISCOUNTS

Government officials and employees enjoyed special treats and discounts on purchases, accommodations, and activities throughout September in celebration of the 123<sup>rd</sup> Philippine Civil Service Anniversary (PCSA).

Civil Service Commission (CSC) Chairperson Karlo Nograles announced that the CSC partnered with various private establishments to offer exclusive rates and freebies for the 1.9 million active civil servants as well as retired employees in recognition of their hard work and commitment to public service.

The following partner outlets provided discounts in accommodations:

- Bluewater Maribago (Lapu-Lapu City, Cebu)
- Casa Emilia (Caloocan City)
- Desert Rose Hotel (El Nido, Palawan)
- Fulgueras Beach Resort (San Felipe, Zambales)
- Resorts/Facilities in Cordillera Administrative Region
- Resorts/Facilities in Region 1
- Harolds Evotel Hotel Cebu
- Kwentong Dagat (San Felipe, Zambales)
- Layang Layang Home (El Nido, Palawan)
- Limliwa Beach Resort (San Felipe, Zambales)
- Ramada Manila
- RedDoorz
- Seda Lio (El Nido, Palawan)
- Sitio de Amor (San Pablo City, Laguna)
- Urbiz Garden (San Juan, La Union)
- Villa Pamana Inn (Puerto Galera, Oriental Mindoro)

Civil servants also enjoyed discounted rates at SM Bowling, SM Skating, Game Room, and Star City. Additionally, Ka Tunying's extended special pricing for food orders.

Meanwhile, here are the health and wellness facilities that partnered with CSC:

- 2 Hands Massage and Wellness
- Asian Eye Institute
- EyeSite by Asian Eye Institute
- Blissful Bali Massage Spa and Aesthetic Center
- Dermcare
- Executive Optical
- KR Suarez Optical
- Pink Parlour
- RCC Amazing Touch
- Vitasurg Clinic
- Watsons

There are also nine (9) retail outlets that offered discounts on purchases in-store:

- ACE Hardware
- FlexiSpot
- Hi-Q Appliances
- Miniso
- Pet Express
- SM Appliance Center
- SM Store
- Toy Kingdom
- Trax Manila Records

Government employees and retired personnel also availed discounts on services from AutoDox Car Care Center, AutoGenic, Automobile Association Philippines, L&D's Auto Body Painting & Repair Services, and Majesty Driving School. Lastly, Bigson Travel & Tours and Travbest Travel & Tours Co. also offered discounts on travel bookings and travel insurance.

To avail of the discounts, government workers presented their government agency ID or UMID card. Job Order and Contract of Service workers also benefited from the special treats by presenting their official government agency ID cards.

## GOV'T EMPLOYEES KICK OFF CIVIL SERVICE MONTH WITH ONLINE ZUMBA

Government officials and employees from various offices nationwide joined the online Zumba organized by the Civil Service Commission (CSC) on 1 September 2023, to kick off the 123<sup>rd</sup> Philippine Civil Service Anniversary (PCSA) celebration.

CSC Chairperson Karlo Nograles together with Commissioners Aileen Lourdes Lizada and Ryan Alvin Acosta led the online Zumba organized by the CSC Regional Office I as part of the institution's unwavering commitment to safeguarding the mental and physical well-being of civil servants.

"To the 1.9 million-strong workers of government, a very happy and dynamic 123<sup>rd</sup> PCSA to all of us. This morning's activity marks the start of the month-long



activities we have rigorously prepared and waited for these past few months. Building upon the success of last year's Online Zumba and Film Showing, in partnership with the Film Development Council of the Philippines (FDCP), we are once again hosting these events to promote workplace recreation and alleviate the pressures of our work," said Chairperson Nograles.

The personnel from both the CSC Central Office and Regional Offices were joined by a diverse range of national government agencies and local government units (LGUs) from all over the country.

These included LGUs from Camalaniugan and Enrile in Cagayan, Tagkawayan in Quezon, San Antonio in Zambales, San Juan in La Union, Sapa-sapa in Tawi-Tawi, as well as Marawi City Water District, the Department of Education Division of Bayugan City in Agusan del Sur, the Philippine Carabao Center at Don Mariano Marcos Memorial State University in Rosario, La Union, Aparri Water District in Cagayan, Bureau of Fisheries and Aquatic Resources Region 2 in Tuguegarao City, Cabuyao City Jail Female Dorm in Laguna, Commission on Audit Regional Office VI, and Philippine National Police Regional Maritime Unit 6 in Iloilo City.

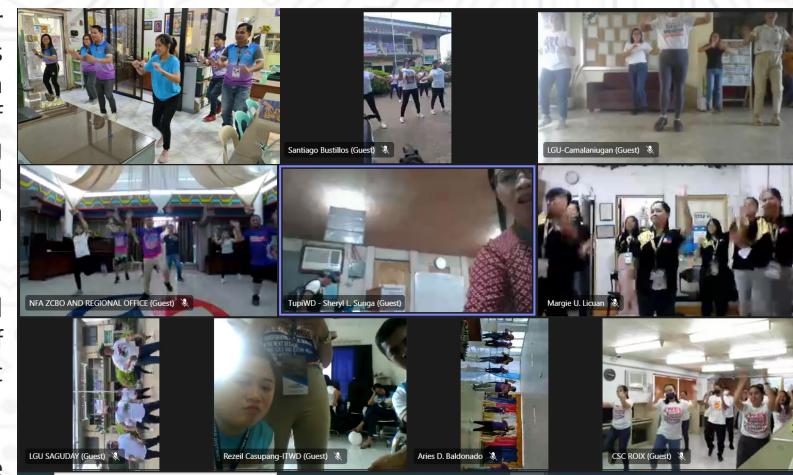
Commissioner Acosta extended his heartfelt congratulations to the participants for the resounding success of the kickoff activity.

"You've truly elevated the spirit of the 123<sup>rd</sup> PCSA, infusing it with excitement and fulfillment. Through this event, we've come to realize the imperative of embracing a healthy lifestyle not just as an option but as an integral part of our lifestyle," he said.

Meanwhile, Commissioner Lizada also expressed appreciation to CSC's partner agencies and stakeholders for their selfless dedication that enabled the country to celebrate the anniversary of the civil service and continue providing efficient public service.

"Happy anniversary sa ating lahat. Patuloy sana tayong maging inspirasyon, maging matatag at maging pag-asa. Nawa'y lahat ng ito ay para sa diyos, para sa bayan," she said.

In partnership with FDCP, registered participants are also entitled to watch a curated selection of films throughout September via the FDCP channel at <https://fdcpchannel.ph>. The film screening will showcase three movies such as "Edward" directed by



Civil servants from various government agencies join the online Zumba organized by the Civil Service Commission (CSC) on 1 September 2023.

Thop Nazareno, "Mañanita" directed by Paul Soriano, and "Retirada" directed by Cynthia Cruz-Paz and Milo Paz.

Proceeds from the online Zumba and film showing will go to the CSC's *Pamanang Lingkod Bayani*, a program that honors government workers who died in the line of duty through the grant of a one-time financial assistance plus scholarship opportunities to their family members.



CSC Chairperson Karlo Nograles (upper middle) together with Assistant Commissioners Nerissa B. Canguilan, Judith A. Dongallo-Chicano, Karin Litz P. Zerna, and Ariel G. Ronquillo (lower left) join civil servants in the Tanay, Rizal leg of the Plant-Run.

## CSC LEADS TREE PLANTING INITIATIVE TO CELEBRATE CIVIL SERVICE MONTH

The Civil Service Commission (CSC) spearheaded the nationwide simultaneous fun run, trail hike and tree planting events collectively dubbed as the Plant-Run on Sunday, 17 September 2023. The activity is one of the highlights of the celebration of the 123<sup>rd</sup> Philippine Civil Service Anniversary (PCSA).

In the National Capital Region (NCR) and Region IV, CSC Chairperson Karlo Nograles led government employees in planting indigenous, fruit-bearing, and bamboo trees in Yes City, Barangay Cuyambay Tanay, Rizal.

Together with Chairperson Nograles were Tanay Municipal Mayor Rafael A. Tanjuatco, Anti-Red Tape Authority Director General Ernesto Perez, Laguna Lake Development Authority General Manager Senando A. Santiago, Bureau of Fire Protection Calabarzon Fire

Senior Inspector Argie J. Baniel, Provincial Environment and Natural Resources Office Forester Ramil Limpiada, Philippine National Police Rizal Province OIC Provincial Director PCOL Rainerio M. De Chavez and Bureau of Customs Commissioner Guillermo Parayno Jr.

"Happy Philippine Civil Service Anniversary! *Nais kong batiin ang lahat ng mga ahensya na kasama natin ngayon dahil ang PCSA ay hindi lamang anibersaryo ng CSC, ito ay anibersaryo ng lahat ng civil servants, the 1.9 million workforce of the government nationwide. Sa Plant-Run po na ito natin makikita na tayong mga civil servants, isinasabuhay natin ang lagi nating sinusumpaan tuwing Panunumpa ng Katapatan sa Watawat at Panunumpa ng Lingkod Bayan - ang pagiging maka-kalikasan,*" remarked Chairperson Nograles.

He congratulated CSC Regional Office IV, led by Regional Director Maria Leticia G. Reyna, for organizing

the activity that will raise funds for *Pamanang Lingkod Bayani*, a program that honors government workers who died in the line of duty through the provision of one-time financial assistance plus scholarship opportunities to their family members.

"We are proud to announce that we have exceeded the target number of participants for this event by 180%. Time and time again, *kapag gumagawa tayo ng mga events kung saan makikita ang pagkakaisa ng mga civil servants and with a good cause, pinapalabas talaga natin ang ating pagmamahal sa bayan at pagmamahal sa kalikasan,*" he added.

For his part, Mayor Tanjuatco expressed appreciation to the CSC for choosing Yes City as the venue for this year's Plant-Run.

"*Karangalan na maging panauhin kayo dito sa Tanay. Tayo ay nasa pinakamataas na bahagi ng Tanay at ang bundok na ito ay bahagi ng upper Marikina protected area. Boundary rin ito Kaliwa River kung kaya mahalaga na mapangalagaan ang lugar na ito,*" said Mayor Tanjuatco.

Also present during the event were CSC Assistant Commissioners Ariel G. Ronquillo, Karin Litz P. Zerna, Judith A. Dongallo-Chicano, Nerissa B. Canguilan; CSC

NCR Director IV Victoria F. Esber; Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata; Human Resource Relations Office Director IV Ma. Theresa C. Fernandez; and Integrated Records Management Office Director IV Noreen Boots Gocon-Gragasin.

Among the government agencies which participated in the event were the Department of Labor and Employment, Department of Public Works and Highways, Department of Tourism, Department of Health, Department of Social Welfare and Development, Department of the Interior and Local Government, Philippine Space Agency, Philippine Statistics Authority, Bureau of Immigration, Human Settlements Adjudication Commission, and National Museum.

Also present at the event were representatives from the Office of the President, Bureau of Broadcast Services, National Commission on Muslim Filipinos, Philippine Sports Commission, Philippine Normal University, Development Academy of the Philippines, Tanay Water District, Government Service and Insurance System, National Council on Disability Affairs, Philippine Commission on Good Governance, Office of Civil Defense, Philippine National Police, and Philippine Army.

## ALMOST 60K JOBSEEKERS PARTICIPATE IN CSC'S ONLINE JOB FAIR

Civil Service Chairperson (CSC) Karlo A. B. Nograles announced that a total of 59,740 applicants joined this year's Government Online Career Fair (GOCF) held from 18 to 22 September 2023.

The CSC, in partnership with JobStreet.com, organized the GOCF to offer a virtual platform for eligible jobseekers looking for available opportunities in the government.

"We wanted to invite more people to be part of the 1.9 million strong civil service as we celebrate the 123<sup>rd</sup> Philippine Civil Service Anniversary (PCSA). The GOCF provided a convenient and accessible avenue for government agencies and interested applicants to interact, share details regarding job openings and requirements, and potentially apply at the comfort of their homes," said Chairperson Nograles.

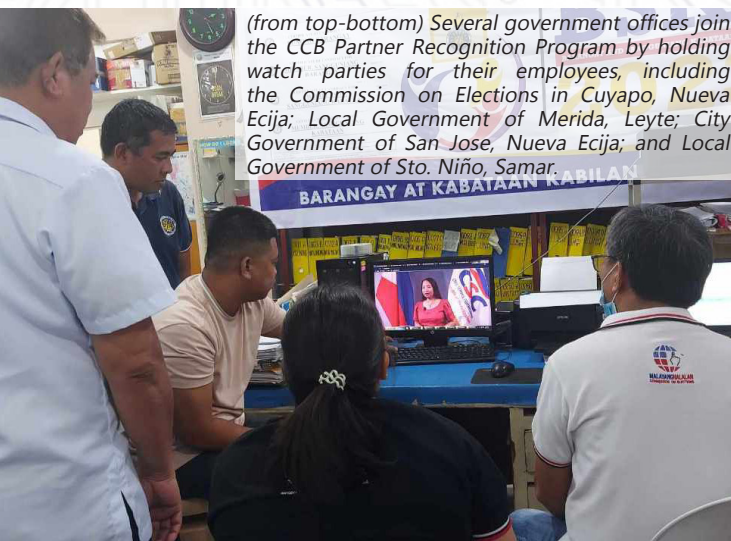
According to CSC Examination, Recruitment, and Placement Office (ERPO) Director IV Prisco S. Rivera, Jr., 83 government agencies participated during the

five-day event, offering positions for fresh graduates, first time jobseekers, and other applicants aiming to be part of the civil service.

Agencies with the most number of vacancies included the Department of Transportation – Railways Sector, Small Business Corporation, Insurance Commission, Western Philippines University, and Department of Budget and Management – Procurement Service.

Top positions opened during the GOCF week included Project Development Officer, Administrative Officer, Engineer (Civil Engineer), Administrative Assistant, and Guidance Counselor.

Nograles also thanked JobStreet.com for their support to the PCSA, saying, "Their continued support to the GOCF allows us to provide an encouraging environment for those who want a career in the civil service. The third week of PCSA highlighted the true value of malasakit by opening possibilities for all sectors in just one click, including persons with disabilities, members of indigenous communities, and those identifying with diverse sexual orientations, gender identities and expressions."



(from top-bottom) Several government offices join the CCB Partner Recognition Program by holding watch parties for their employees, including the Commission on Elections in Cuyapo, Nueva Ecija; Local Government of Merida, Leyte; City Government of San Jose, Nueva Ecija; and Local Government of Sto. Niño, Samar.



## CSC SALUTES TOP 10 AGENCIES WITH HIGHEST RESOLUTION RATE

The Contact Center ng Bayan (CCB) of the Civil Service Commission (CSC) recognized the leading ten (10) government agencies for achieving the highest resolution rates in the CCB Partner Recognition Program (PRP) which took place virtually on 27 September 2023.

The program, which was one of the highlights of the month-long celebration of the 123<sup>rd</sup> Philippine Civil Service Anniversary (PCSA), featured the innovations and best practices employed by the CCB's partner agencies to inspire fellow government workers in championing public service excellence.

CSC Chairperson Karlo Nograles stressed the importance of this recognition and emphasized its contribution to the delivery of government services.

"We are thrilled to once again showcase the facility's decade and one-long service as the Filipino citizen's direct line in providing feedback on the efficiency of government service delivery. You, along with the rest of our partner government agencies, have been the pillars of public service excellence," he said.

The resolution rate pertains to how many complaints an agency successfully resolves in comparison to the number of complaints referred by the CCB. In cases where agencies had identical resolution rates, their ranking was further determined by taking into account the total number of days it took to resolve the complaints received.

The agencies with a resolution rate of 100% for Fiscal Year 2022 are the Social Security System, Department of Foreign Affairs, Home Development Mutual Fund, Philippine Statistics Authority, Department of Social Welfare and Development, and the Philippine National Police.

They were followed by the Bureau of Internal Revenue with 98.08%, Department of Education with 93.91%, Land Transportation Office with 92.16%, and Land Registration Authority with 84.62%.

During the program, officials and representatives from the awarded agencies shared their initiatives to pursue data-driven decision-making and promote accountability through the utilization of information and feedback derived from CCB reports.

CSC Chairperson Karlo Nograles, CSC Commissioners Aileen Lourdes Lizada and Ryan Alvin Acosta, together with Public Assistance and Information Office Director IV and CCB Program Manager Maria Luisa Salonga-Agamata deliver their messages during the CCB Partner Recognition Program.

## Customer feedback and satisfaction

In her message, CSC Commissioner Aileen Lourdes Lizada extended her congratulations to the top government agencies, reaffirming that they have demonstrated that exceptional customer service can become the norm, rather than the exception.

"We do not serve for the sake of incentives or rewards. We serve because it is our sworn duty as public servants, and we are motivated by our common goal of client satisfaction. By providing citizens with tools to report feedback on government frontline services, we are able to respond not just to the needs of our stakeholders, but more importantly, promote accountability among government agencies," said Commissioner Lizada.

CSC Commissioner Ryan Alvin Acosta noted that delivering efficient public assistance aligns perfectly with Republic Act No. 11032, or the Ease of Doing Business and Efficient Government Delivery Act of 2018.

"We hope that our collective efforts in curbing red tape, improving efficiency, and digitalizing our facilities and processes will ultimately result in the best possible quality of our services—the kind of service that has impact. We want our customers to like transacting with the government, and not to be turned off by it," said Commissioner Acosta.

## About the CCB

Established on 27 September 2012, the CCB is a pioneering government feedback mechanism instituted through valuable partnerships with the public and private sectors. The CCB is managed by the



CSC Public Assistance and Information Office under the leadership of Director IV Maria Luisa Salonga-Agamata.

Director Agamata shared, "For our customers who desperately need assistance from the government – from the follow-up of your pension and release of your benefits, clarification on your taxes, correction or updates on your personal information in government documents, release of clearance, to requests for information on government services and many more, the CCB will continue to serve and assist you."

Chairperson Nograles further announced that the CCB is in the process of enhancing and ensuring the future readiness of its contact center infrastructure. The CCB recently completed a series of benchmarking and consultation activities aimed at identifying the optimal contact center systems and practices for the digital era. Additionally, the CCB intends to modernize its customer relationship management or the CRM System and its associated hardware.

"Rest assured that the CCB is in the process of upgrading and future-proofing its contact center infrastructure to ensure that it can give the best service to the Filipino people. We once again congratulate all our honorees in this virtual program, and hope to serve with you for many years to come," he ended. •



Government leaders and human resource management practitioners gather for the biggest HR conference in the government, the 2023 Public Sector HR Symposium, held on 26-27 September 2023 at the World Trade Center in Pasay City, Metro Manila.

# Public HR practitioners nationwide gather for a symposium on dynamism

HR  
SPOTLIGHT

Over 4,500 government leaders and human resource management practitioners (HRMPs) participated online and in-person in the biggest HR conference in the government, the Civil Service Commission's (CSC) 2023 Public Sector HR Symposium, on 26 and 27 September 2023, at the World Trade Center in Pasay City, Metro Manila. With the theme "Cultivating a Dynamic Culture for Resilient and Sustainable Public Sector Organizations," this year's symposium explores into the key attributes of dynamic organizations that can effectively harmonize organizational performance with economic, environmental, and societal considerations for future generations. The symposium's main objective is to empower participants to discern diverse strategies for nurturing dynamism at various levels: personal, organizational and societal to create individual action plans on how to apply these strategies in the workplace.

Acting Australian Ambassador to the Philippines Dr. Moya Collett (2<sup>nd</sup> from right) and CSC Chairperson Karlo Nograles (3<sup>rd</sup> from right) join other CSC officials during the two-day HR Symposium on 26-27 September 2023.



Assistant Commissioners Ariel G. Ronquillo and Jo Ann M. Burgos, and Acting Assistant Commissioners Judith Dongallo-Chicano, Karin Litz P. Zerna, and Nerissa B. Canguilan lead the ceremonial ribbon-cutting of the CSC-LMS Booth.



In his keynote address, CSC Chairperson Karlo A. B. Nograles underscored the critical role of the CSC, as the central HR institution of the Philippine bureaucracy, in revolutionizing the HR management of the 1.9 million government workforce. He shared that digitalization is a crucial component of HR management, governance, and service delivery. "By leveraging digital tools and innovation, we can streamline processes, enhance service delivery, and empower our civil servants to serve the public with greater efficiency and effectiveness. We want to ensure that our government workers are open to innovation, creative thinking, and experimentation in the use of digital tools such as big data, crowdsourcing, and systems thinking," said Chairperson Nograles.

During the first day of the Symposium, CSC Commissioner Ryan Alvin R. Acosta and City Government of Pasay Mayor Imelda G. Calixto-Rubiano, represented by Chief of Staff Eric D. Pardo, welcomed participants who came from different

parts of the country. For his part, Commissioner Acosta implored all participants to lead the way in creating a dynamic public service. "Crafting a dynamic organization is a journey, and I beseech every one of you to be the bold torch bearers who will light the way forward toward a brighter and better Philippines," said Commissioner Acosta. Meanwhile, Mayor Calixto-Rubiano expressed her appreciation to the CSC for choosing Pasay City as the venue for the HR gathering. To kickstart the sessions, CSC Acting Assistant Commissioner Judith Dongallo-Chicano gave an overview of the Symposium.

Acting Australian Ambassador to the Philippines Dr. Moya Collett also graced the event by sharing a message from the Australian Government. "Now on its 10th year, the Public Sector HR Symposium demonstrates Australia's longstanding commitment to support human resource and organizational development in the Philippines. Australia is so pleased that this symposium has helped build a



CSC Commissioners Aileen Lourdes A. Lizada (left) and Ryan Alvin R. Acosta (right) implore all participants of the two-day HR Symposium to champion dynamic civil service.

whole community of practice across the Philippine government.” The Australian Government, through the Australian Aid, has sponsored the conduct of the HR Symposium since 2013.

Organized by the CSC’s training arm, Civil Service Institute (CSI), the first day of the HR Symposium was packed with five (5) plenary sessions focused on personal, organizational, and societal dynamism. International speaker Ms. Michiru Tamanai, Managing Director of Lotus Global Advance Pte. Ltd. & former HR professional at UNICEF, the UN and WHO started the plenary by discussing “Dynamic Leadership and HRM”. She highlighted that dynamic leadership is the ability to lead with flexibility, adaptability, and responsiveness. Another international speaker was Ms. Mega Irena, Assistant Director/Head of Labour and Civil Service Division of the ASEAN Secretariat. In her talk, she imparted best practices of dynamism in the ASEAN region.

During the afternoon sessions, Mr. Roderick M. Napulan, Director IV of the Department of Health tackled “A New Wave of Dynamic Wellness” and provided concepts and practical strategies on how to achieve the wellbeing of every member of an organization. CSC Commissioner Aileen Lourdes A. Lizada, in her plenary session titled “Revitalizing Retirement Benefits for a more Dynamic Workforce”, discussed the proposed amendments to Republic Act

No. 8291 and its corresponding Implementing Rules and Regulations with the objective of promoting a more comprehensive and humane retirement package for the public sector.

To end the first day of the HR Symposium, Ms. Toni Miranda, Speaker, Coach, and President of Radiance Image Consultancy had an engaging discussion on Organizational Dynamism: Unleashing Power in the Workforce and Positive Team Dynamics. A networking activity among all participants was also conducted.

The participants also enjoyed visiting the exhibit booths of various organizations such as the Australia Awards and Alumni Engagement Program; PLDT, Inc.; Business Maker Academy, Inc.; Asea Metrics HR Solutions; Ateneo De Manila University Center for Organization Research and Development; Personnel Officers Associations of the Philippines, Inc.; BusinessCoach, Inc.; Center for Empowerment Seminars and Workshops Inc.; Guthrie-Jensen Consultants, Inc.; R. Walker Business Consulting; Human Resource Innovations and Solutions; and The Profiles Group of Companies.

Interactive discussions on organizational and societal dynamism and the unveiling of two digital systems of the Civil Service Commission (CSC) were the highlights of the second day of the 2023 Public Sector Human Resource (HR) Symposium.



Participants from different government agencies nationwide enjoy engaging discussions and activities from esteemed speakers and guests.

The CSC unveiled its newest learning and development system. True to its vision to be the leader in empowering people and organizations in Human Resource and Organizational Development, and in serving the public through digital services, the CSC

launched its CSC Learning Management System (CSC-LMS). CSC Chairperson Karlo Nograles showcased the powerful features and capabilities of the CSC-LMS, and how the system will empower more civil servants with continuous professional development. “The CSC-LMS is more than just a platform. It is a testament to our unwavering dedication to continuous learning wherever you are, and whenever you want it to be,” remarked Chairperson Nograles. He also thanked its training arm, the Civil Service Institute (CSI), for developing LMS with the support of the University of the Philippines Open University and various stakeholders.

The participants were gifted with first and special access to the CSC-LMS and one (1) free Leadership eLearning course. All government workers are also entitled to avail of a free eLearning Course on Public Service Values Program. Assistant Commissioners Ariel G. Ronquillo and Jo Ann M. Burgos, and Acting Assistant Commissioners Judith Dongallo-Chicano, Karin Litz P. Zerna, and Nerissa B. Canguilan led the ceremonial ribbon-cutting of the CSC-LMS Booth in the Symposium.

Aside from the CSC-LMS, the CSC also introduced another digital system—the Online Appointment Processing System or OAPS. According to CSC Commissioner Acosta, OAPS facilitates the evaluation and attestation of the appointments of government workers. In his message, he pointed out that OAPS aims to streamline and improve the processing of appointments in the government. “OAPS represents a calibrated leap forward as it eliminates the need for the cumbersome submission of extensive supporting documents to the CSC. It also allows appointment attestation to be completed virtually anywhere, making the process smoother and more convenient for users.” The CSC will begin implementing OAPS in phases next year.

In a talk show hosted by Mr. Mark Malitan, Chief HR Specialist from the CSC’s Civil Service Institute (CSI), content creators Teacher Maureen Madiano-Vinas of the Department of Education and storyteller and food content creator Chef Angelo Guidon shared their insights on organizational dynamism—how to engage stakeholders through digital content creation. They offered participants tips on how to stand out and pique the audience’s attention through digital content. Digital information, as they have cited, will urge viewers to take action, to be productive at work, and to use the knowledge obtained to apply it to their everyday lives.



Aside from the plenary sessions, the HR Symposium also feature exhibit booths of various organizations.

A segment of the Symposium was also dedicated to recognizing 48 outstanding accredited external assessors of the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) of the CSC. These human resource management officers help the CSC in implementing the said program.

Before ending the Symposium, CSC Assistant Commissioner Ariel G. Ronquillo thanked all participants. "On behalf of the Commission, I would like to express our sincere gratitude to each and every one of you: our participants. Your presence and active participation have served as the lifeblood of this event, and it is through your contributions that this symposium has evolved into the grand assembly of minds that it has become."

The Symposium ended on a high note through the integration of Mr. Arun Gogna, Motivational Speaker and Founder of Creative House, Inc. Participants prayed, laughed, and danced together, happily concluding the two-day conference. •

Participants gain valuable insights from the presentations of Department of Science and Technology Director IV Cezar R. Pedraza (left) and CSC Civil Service Institute Director IV Fernando M. Porio (right).

To further the discussion on organizational dynamism, Mr. Cezar R. Pedraza, Director IV, Department of Science and Technology (DOST) talked about their agency's digital transformation program or DOST DX. He shared their Enterprise Frameworks Map, solutions architecture, and software development pack, as well as their roadmap from 2022 to 2026. Meanwhile, Ms. Amy Gildea, Managing Director of Tetra Tech International Development, shared in her session titled "Backing the Bold: Purposeful Actions for an "Everyone" Culture" the power of diversity, equity, and inclusion during a crisis, and how organizations can promote and foster it.

In another session, CSI Director IV Fernando M. Porio introduced the ASEAN Gender Mainstreaming in Human Resource Toolkit, which serves as a guide in the assessment of gender mainstreaming initiatives in four Human Resource program areas and in the identification of learning needs, among others.

A panel discussion on good governance was also conducted. Moderated by Acting Assistant Commissioner Nerissa B. Canguilan, representatives from three government agencies served as speakers, namely Dr. Lizan E. Perante-Calina, Dean, Graduate School of Public and Development Management, Development Academy of the Philippines; Dr. Reginald Ugaddan, Director, Center for Local and Regional Governance, University of the Philippines-National College of Public Administration and Governance (UP-NCPAG); Thelma T. Vecina, Executive Director, Local Government Academy; and Dr. Alex Brillantes, Professor Emeritus of Public Administration and former Dean, UP-NCPAG.

## HEALTH and WELLNESS

# GOV'T WORKERS JOIN NATIONWIDE BLOOD DRIVE



Civil servants from various government agencies participate in the nationwide blood drive organized by the Civil Service Commission (CSC) from 19 to 21 September to celebrate the 123<sup>rd</sup> Philippine Civil Service Anniversary (PCSA).



# CIVIL SERVANTS CONDUCT MEDICAL MISSION FOR THE UNDERPRIVILEGED



In celebration of the 123<sup>rd</sup> Philippine Civil Service Anniversary (PCSA), government officials and employees from various regions in the country conduct the Medical Mission of Government Workers.



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](https://www.facebook.com/civilservicegovph)) and YouTube channel [www.youtube.com/@CSCPHmedia](https://www.youtube.com/@CSCPHmedia) every last week of the month.

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



## 123<sup>RD</sup> PHILIPPINE CIVIL SERVICE ANNIVERSARY





Assistant Commissioner Ariel G. Ronquillo,  
Office of the Assistant Commissioner for Legal  
Co-Chairpersons, 123<sup>rd</sup> Philippine Civil Service  
Anniversary Steering Committee

Acting Director III Fiaberna U. Salumbides  
Public Assistance and Information Office

### JULY EPISODE



Drumbeating of the 123<sup>rd</sup> Philippine Civil Service Anniversary with Civil Service Commission Assistant Commissioner for Legal Ariel G. Ronquillo and Public Assistance and Information Office Acting Director III Fiaberna U. Salumbides. July episode talks about 'what to expect?' as the entire nation celebrates its civil service anniversary.

 Watch Now!



## THE 2023 PHILIPPINE CIVIL SERVICE ANNIVERSARY






The 2023 Public Sector HR Symposium with  
Acting Director III Emylin O. Severo  
SC Civil Service Institute

The CB Partner Recognition Program with  
Director IV MARIA LUISA SALONGA-AGAMATA  
SC Public Assistance and Information Office

### AUGUST EPISODE



As the 123<sup>rd</sup> Philippine Civil Service Anniversary gets near, Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata excites civil servants and stakeholders about the Contact Center ng Bayan: Partner Recognition Program. Meanwhile, Civil Service Institute Acting Director III Emylin O. Severo gives exhilarating updates about this year's biggest and grandest gathering of public sector HR personnel —the 2023 Public Sector HR Symposium.

 Watch Now!



## THE 2023 PCSA: SPECIAL TREATS FOR GOVERNMENT WORKERS




Guest: Chief HR Specialist Sam V. Manglicmot  
CSC Office for Financial and Assets Management (OFAM)

### SEPTEMBER EPISODE



Chief HR Specialist of the Office for Financial and Assets Management Sam V. Manglicmot gives out helpful information about the 123<sup>rd</sup> PCSA: Special Treats for Government Workers. The discussion includes partner merchants, their promos and discounts, and the mechanics for availing the 2023 Special Treats.

 Watch Now!

# LINGKOD BAYAN DIARIES

AN ANTHOLOGY OF CIVIL SERVANTS' STORIES



## JULY

A truly inspiring Filipina scientist in the country. Championing scientific research and forging ahead genomic studies in the Philippines. Know more about Dr. Cynthia P. Saloma, Executive Director of the Philippine Genome Center.



Watch Now!

## Policy Highlight

In 2022, 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](https://facebook.com/civilservicegovph) and on [youtube.com/@CSCPHmedia](https://youtube.com/@CSCPHmedia).



## JULY

This month's Policy Highlight talks about CSC Resolution No. 2300248 or the Amendment to Section 4 of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions or ORAOHRA, as amended.



Watch Now!



## AUGUST

Dr. Edward Adolfo Barlaan, Professor VI of the University of Southern Mindanao, has made a huge impact on the nation's agriculture using his cutting-edge technology. Find out how his inventions and research massively helped Filipino farmers.



Watch Now!



## AUGUST

The Policy Highlight for August tackles the Amended Implementing Rules and Regulations of Republic Act No. 9242 or the Philippine Tropical Fabrics Law. The amendment hopes to resolve the loopholes of the initial IRR and ultimately remove all hindrances to the effective implementation of the law.



Watch Now!



## SEPTEMBER

A teacher worthy of emulation. Ju-Im Tefora Jimlan, Head Teacher I of Tamalagon Integrated School, has shown immense dedication to helping Filipinos in need throughout his career. Discover how his tireless commitment helped the people inside and outside his community.



Watch Now!



## SEPTEMBER

September Policy Highlight talks about the Types of Leaves for government employees. It discusses the specifics of a particular leave, as well as the qualifications for government employees interested to avail the leave.



Watch Now!



**ELECTRONIC FILING AND POSTING THROUGH SOCIAL MEDIA PLATFORMS OF PETITION FOR ACCREDITATION AND APPLICATION FOR COLLECTIVE NEGOTIATION AGREEMENT (CNA) REGISTRATION**

Number : 1, s. 2023

Promulgated : 2 February 2023

**PSLMC RESOLUTION**

**WHEREAS**, Section 2 (5) of Article IX-B of the 1987 Philippine Constitution provides that right to self-organization shall not be denied to government employees;

**WHEREAS**, by virtue of Section 15 of Executive Order (E.O.) No. 180, s. 1987,<sup>1</sup> the Public Sector Labor-Management Council (Council) is empowered to promulgate the necessary rules and regulations to implement the E.O.;

**WHEREAS**, under E.O. No. 180, s. 1987 and its implementing rules and regulations, registered employees' organizations may file a Petition for Accreditation to become the sole and exclusive negotiating agent (SENA) of all the rank-and-file employees in an agency;

**WHEREAS**, the SENAs may negotiate with management and enter into a CNA for the benefit of all rank-and-file employees in the agency;

**WHEREAS**, the CNA between the SENAs and management may be registered with the Civil Service Commission (CSC) to enjoy the benefits and protection provided for under the Implementing Rules and Regulations (IRR) of E.O. No. 180, s. 1987;

**WHEREAS**, Section 2 of Rule VIII of the IRR as amended by PSLMC Resolution No. 5, s. 2015, provides for the venue and manner of filing of petition for accreditation;

**WHEREAS**, Section 1 of Rule XIII of the IRR provides for the venue and manner of filing of application for CNA registration;

**WHEREAS**, Section 6, Rule VIII of the IRR requires the petitioner-employees' organization to post in a conspicuous place within the premises of the agency and its regional offices/branches, if any, the Notice of the Petition for Accreditation for a period of ten (10) calendar days from receipt thereof;

**WHEREAS**, Section 2 (a) of Rule XIII requires that the CNA be posted in at least two (2) most conspicuous places in the principal address of the agency and in all its regional offices/branches, if any, at least seven (7) calendar days before its ratification;

**WHEREAS**, the Council recognizes the need to issue policies to adapt to the electronic, digital media and technology trends thus effectively responding to the needs of the employees' organizations.

**WHEREFORE**, the Council **RESOLVES** to amend Sections 2 and 6 of Rule VIII (Petition for Accreditation) and Sections 1 and 2 of Rule XIII (Application for CNA registration) to read as follows:

**a) Section 2, Rule VIII:**

Section 2. Where to file. – The employees' organization seeking accreditation shall file with the CSC-HRRO a sworn petition for accreditation signed by a majority of the rank-and-file employees of the negotiating unit it seeks to represent. The petition for accreditation may be filed personally, by registered mail, courier service, or electronic mail. For filing through electronic mail, employees' organizations shall officially communicate with the Human Resource Relations Office (HRRO) their official

email addresses prior to sending their applications. All submissions through electronic mail shall be sent to [hrro@csc.gov.ph](mailto:hrro@csc.gov.ph) or any other official email communicated by the HRRO.

*In case of electronic filing, the petition for accreditation and the supporting documents shall be in portable document format (PDF). It is understood that PDF is a computer file format for the transmission of a multimedia document that is not intended to be edited further and appears unaltered in most computer documents.<sup>2</sup>*

*The electronic filing of the petition for accreditation shall be sufficient basis to process the petition or application. However, the Certificate of Accreditation shall be released only upon submission of the original documents to the HRRO.*

*Digital Certificates registered with the Department of Information and Communications Technology<sup>3</sup> or wet ink signatures may be used in signing the petition for accreditation and all its support documents."*

**b) Section 6, Rule VIII:**

Section 6. Action on the petition. – Immediately upon receipt of the sworn petition for accreditation and after evaluation as to the completeness of the petition and supporting documents, the CSC-PRO shall require the petitioner-employees' organization to post in a conspicuous place within the premises of the agency and its regional offices/branches, if any, the Notice of the Petition for Accreditation for a period of ten (10) calendar days from receipt thereof;

*The employees' organization may also post in social media platforms of the agency or employees' organizations. Provided, that such social media platforms are accessible to all employees of the agency and the same shall be included in the certification submitted by the President of the employees' organization.*

**c) Section 1 of Rule XIII:**

Section 1. Where to file. – Within thirty (30) calendar days from the execution of a Collective Negotiation Agreement (CNA), the parties thereto shall submit to the CSC-PRO four (4) signed original copies of the agreement."

*That the application for CNA registration may be filed personally, by registered mail, courier service, or electronic mail. For filing through electronic mail, employees' organizations shall officially communicate with the Human Resource Relations Office (HRRO) their official email addresses prior to sending their applications. All submissions through electronic mail shall be sent to [hrro@csc.gov.ph](mailto:hrro@csc.gov.ph) or any other official email communicated by the HRRO.*

*That in case of electronic filing, the application for CNA registration and the supporting documents shall be in portable document format (PDF). It is understood that PDF is a computer file format for the transmission of a multimedia document that is not intended to be edited further and appears unaltered in most computer documents.<sup>4</sup>*

*That the electronic filing of the application for CNA registration shall be sufficient basis to process the petition or application. However, the Certificate of CNA Registration shall be released only upon submission of the original documents to the HRRO.*

*Digital Certificates registered with the Department of Information and Communications Technology<sup>5</sup> or wet ink signatures may be used in signing the petition for accreditation and all its support documents.*

**d) Section 2 (a), Rule XIII:**

Section 2. Requirements for registration. – The CNA must be accompanied with the following documents, which must be certified under oath by the secretary of the employees' organization and attested by its president:

(a) a statement that the CNA was posted in at least two (2) most conspicuous places in the principal address of the agency and in all its regional offices/branches, if any, at least seven (7) calendar days before its ratification.

*The sole and exclusive negotiating agent (SENA) may also post in social media platforms of the agency or employees' organizations. Provided, that such social media platforms are accessible to all employees of the agency and the same shall be included in the certification submitted by the President of the SENAs.*

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

<sup>1</sup>Providing Guidelines for the Exercise of the Right to Organize of Government Employees, Creating a Public Sector Labor-Management Council, and for Other Purposes

<sup>2</sup>Definition of Pdf by Merriam-Webster as used in CSC MC No. 09, s. 2017.

<sup>3</sup>Department Circular No. 06, s. 2020 "Guidelines on the Application and Issuance of PNPKI Digital Certificates for External Clients during the state of Public Health Emergency"

<sup>4</sup>Definition of Pdf by Merriam-Webster as used in CSC MC No. 09, s. 2017.

<sup>5</sup>Department Circular No. 06, s. 2020 "Guidelines on the Application and Issuance of PNPKI Digital Certificates for External Clients during the state of Public Health Emergency"

Quezon City.

(Sgd.) **Atty. KARLO A. B. NOGRALES**  
Chairperson, Civil Service Commission  
**CHAIRPERSON**

(Sgd.) **Atty. BENEDICTO ERNESTO R. BITONIO, JR.**  
Undersecretary  
FOR  
**BIENVENIDO E. LAGUESMA**  
Secretary, Department of Labor and Employment  
**VICE-CHAIRPERSON**

(Sgd.) <b>MARIA EDITA Z. TAN</b> Undersecretary FOR <b>BENJAMIN E. DIOKNO</b> Secretary, Department of Finance <b>MEMBER</b>	(Sgd.) <b>Atty. RAUL T. VASQUEZ</b> Undersecretary FOR <b>JESUS CRISPIN C. REMULLA</b> Secretary, Department of Justice <b>MEMBER</b>
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(Sgd.) **AMENAH F. PANGANDAMAN**  
Secretary, Department of Budget and Management  
**MEMBER**

Attested by:

(Sgd.) **MA. THERESA C. FERNANDEZ**  
Director IV, Human Resource Relations Office  
Civil Service Commission  
**Head, PSLMC Secretariat**

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

Text

**0908 881-6565**

Email

**email@contactcenter  
ngbayan.gov.ph**

Log-on to

**www.contactcenterng  
bayan.gov.ph**

**www.facebook.com/  
civilservicegovph**

