

THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI

Volume 64 No. 1

1st Quarter 2023 Issue

Women Awardees of the 2022 Search for Outstanding Government Workers

CSC joins Women's
Month celebration

Efficient customer management
through the Contact Center ng Bayan

CSC provides latest count
of public sector human capital

Breaking Barriers:
Creating Ripples of Change for GEDSI





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PUBLIC DOMAIN

'DI KAYA TODAY'

A client reached out to the Contact Center ng Bayan (CCB) via email on 28 February 2022, asking for help in the release of her Professional Regulation Commission (PRC) ID card. Her story goes:

"While we were inside the PRC office, the personnel announced that our IDs for renewal cannot be released because of the lack of printer ribbon. So, they said they will just access our documents and notify us once it is available. They didn't give an exact date so they got our contact numbers. PRC should have notified their clients that claiming of IDs is not possible today; otherwise, we shouldn't have spent time and money for this inconvenience."

The CCB facilitated on her behalf for the release of the requested ID card. In her feedback sent on 15 March 2022, she said, "*Natanggap ko na po ang PRC ID ko noong Biyernes, 11 March 2022, via LBC. Maraming salamat po sa inyong tulong at agarang aksyon sa aking reklamo. Napakalaking bagay po para sa aming mga ordinaryong mamamayan na mayroong ahensya na katulad ng CCB na madaling lapitan at nasisiguradong napo-protektahan ang kaayusan ng sistema sa gobyerno. Para po sa mga PRC staff na tumawag sa mobile number ko at nag-assist sa akin, maraming salamat po. Mabuhay po kayo, CCB!*" •

WEARY WIDOW

A client sent the Contact Center ng Bayan (CCB) an email on 11 March 2022 requesting for assistance due to delays in the release of her sickness benefit.

She narrated, "It's been a year since I was confined in the hospital and was not able to work, but until now, SSS still hasn't reimbursed my sickness benefit. I submitted all my papers back in March last year, but after all the multiple returns because of their misinformation, it was finally approved in September. In January, they texted me to get my papers AGAIN so that I can apply for it online. They're crazy to ask me to start the process all over again after months of waiting to be approved. Since I didn't have a choice, I did what they told me. I applied for the sickness benefit online, then on 11 February 2022, I received an email that my application was denied because there is already an approved claim on the same dates. Of course, it's the same because I was just working on the same claim. I went to the branch to complain about it; they asked me to email SSS but I only received multiple ticket numbers and no action at all. I called all their contact numbers but none of those were reachable. Now, I feel like I've reached a dead end. I'm a solo parent since my husband died 6 years ago, and this claim is supposed to help me financially, but now it seems like I will end up with nothing. I hope and pray that someone can help me on this."

With CCB's intervention, the client was finally able to receive her sickness benefit. In a feedback sent on 15 March 2022, she said, "I would like to express my heartfelt gratitude to your team because you really took action on my concern. I wish I knew about CCB earlier. Now, SSS has already processed my papers and I will follow up after two weeks, hoping it will be resolved. Again, thank you very much to your dedicated team. May God bless you all!" •

FROM THE CHAIRPERSON'S DESK

CSC CIVIL SERVICE COMMISSION
Republic of the Philippines
CCB CONTACT CENTER ng BAYAN
Your direct line to efficient public service

"Napakalaking bagay po para sa aming mga ordinaryong mamamayan na mayroong ahensya na katulad ng CCB na madaling lapitan at nasiguradong napo-protektahan ang kaayusan ng sistema sa gobyerno."

Feedback on the assistance provided by the Contact Center ng Bayan in the release of Professional Regulation Commission ID

contactcenterngbayan.gov.ph
email@contactcenterngbayan.gov.ph
0908-8816565
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The CCB continues to provide easy access channels for the public to reach the government and express their feedback and other concerns on service delivery. The facility receives complaints on government offices' non-conformance with their respective Citizen's Charters; requests for assistance on pending requests and applications; queries on procedures and requirements; suggestions for further improvement of systems and processes; and commendation/appreciation of efficient service.

To reach the CCB, text 0908-8816565 or send an email to email@contactcenterngbayan.gov.ph. You may also send a direct message through the CSC's official Facebook Page, www.facebook.com/civilservicegovph.

CSC CIVIL SERVICE COMMISSION
Republic of the Philippines
CCB CONTACT CENTER ng BAYAN
Your direct line to efficient public service

Send in reports, complaints, or suggestions to the **Contact Center ng Bayan:**

email@contactcenterngbayan.gov.ph
Text: 0908-8816565

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In my inaugural message as Chairperson of the Civil Service Commission (CSC) about a year ago, I highlighted the fact that it is the women of our society who bore the greater brunt of the pandemic for our families, for society, and for our country. That is why one of my priorities and non-negotiables, as I took on my duty, is to ensure that future policies for human resource management and organization development will work for our women in government.

Kaisa ng 1.8 milyong lingkod bayan, aking inihahatid ang mainit na pagbati sa mga kababaihan ng serbisyo sibil ng Pilipinas sa pagdiriwang ng Buwan ng mga Kababaihan.

It is my delight to invite you to read the 1st Quarter Issue of the Civil Service Reporter magazine for 2023. This issue is a testament to the steadfast commitment of the Commission in implementing programs and supporting advocacies on women empowerment, gender equality, diversity and social inclusion in government service.

In celebration of Women's Month, this issue hails the accomplishments and the active role of women in nation-building. We highlight some of the women awardees of the Outstanding Public Officials and Employees or *Dangal ng Bayan* in 2022 including Teacher III Rizalina

R. Nacpil of San Manuel Elementary School in Tarlac City, who refused to confine herself to the job description of a *guro* and chose to be a *gurong bayani* by implementing initiatives resulting to decreased malnutrition, reduced student absenteeism, and significantly cutting drop-out rate. State Auditor IV Adeline P. Baarde of the Commission on Audit who earnestly demonstrated the highest standard of ethics and integrity in the performance of her functions and enabled the recovery of more than PHP8 million by implementing Audit Decisions and Notices of Suspension. And finally, Dr. Annie Claire B. Pekas of the Luis Hora Memorial Regional Hospital in Bauko, Mountain Province, a surgeon by profession, who is known as someone who steps forward and takes the lead in high-risk settings, such as attending to COVID-19 wards, intensive care, and medical emergencies. Read their inspiring actions on our cover story (pp. 27-32).

Sa ating mga kababaihan sa hanay ng serbisyo publiko, saludo po kami sa inyong husay na ipagsabay ang pag-aalaga sa pamilya sa iba pang mga tungkulin, katatagan sa pagharap sa mga pagsubok, serbisyo sa bayan, at buong-pusong pagkalinga sa ating kapwa Pilipino.

Moreover, in this 1st Quarter Issue, we dive deep into the landscape of human resource and organization

development, and the application of gender equality, disability, and social inclusion (GEDSI) lens in the workplace. We believe there is a need to take a look at how organizations fare in this aspect and how else we all can improve processes and practices to shape a more inclusive society (Executive Letter, pp. 33-36).

Through the years, the government has instituted reforms that aim to advance and protect the rights and welfare of women in society to achieve gender equality and equity. We have come a long way but there is still much that needs to be done to move past the binary mindset and seriously consider in our inclusion efforts other marginalized sectors, such as the LGBTQIA+ community, persons with disabilities, and indigenous peoples, among others.

It is my hope that the government's success in empowering women will fuel the passion and actions of various sectors to embrace diversity and promote inclusion. We have seen the possibilities we can achieve when people gain awareness and appreciate these matters—we can break free from biases and discrimination, and all work together for the greater good.

May this Civil Service Reporter issue give you fresh insights and inspire you to continue the good work in advocating for gender equality, diversity, and social inclusion.

Maraming salamat, at mabuhay ang serbisyo sibil!

(Sgd.) Atty. KARLO A. B. NOGRALES
Chairperson



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THE CIVIL SERVICE
REPORTER
GAWING LINGKOD BAYANI ANG BAWAT KAWANI

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Readership SURVEY

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

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

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

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

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

Thank you.

- How did you know about this survey?
 - CSC website (csc.gov.ph)
 - CSC Facebook Page (fb.com/civilservicegovph)
 - Hard copy of the Civil Service Reporter magazine
 - PDF copy of the Civil Service Reporter magazine
 - CSC eNewsletter
 - Other: _____
- Date of answering this survey: _____
- Email address: _____
- Age:
 - 18-24
 - 25-34

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
- 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
- Sector
 - National Government Agency
 - Local Government Unit
 - State University or College
 - Government Owned and Controlled Corporation
 - Local Water District
 - Government Financial Institution
 - Other: _____
- Position classification
 - First Level
 - Second Level
 - Third Level

READERSHIP

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

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: _____

- 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:

NEWS

CSC joins Women's Month celebration

As the nation celebrates the National Women's Month (NWM) this March, the Civil Service Commission (CSC) highlights the unique strengths and capabilities of women in various fields through its month-long conduct of NWM activities.

"Nakikiisa ang buong Komisyon sa Serbisyo Sibil sa pagpupugay sa mga kababaihan sa pamahalaan na nagpapamalas ng kanilang natatanging kakayanan upang mataguyod nang husto ang serbisyo publiko. Napakahalaga ng kanilang ginagampanang tungkulin sa iba't-ibang larangan," said CSC Chairperson Karlo Nograles.

The CSC kicked off its internal NWM celebration on 6 March 2023, by featuring Dr. Zenith Gaye Orozco-Bautista, Assistant Professor from the Institute of Biology of the University of the Philippines Diliman. She is a *Balik Scientist* Program awardee of the Department of Science and Technology. Dr. Orozco-Bautista shared her story on how her strength and determination helped her succeed in her field of expertise, despite men dominating this space. CSC officials and employees also cited important women in their lives who inspire them to be good civil servants.

CSC Commissioner Ryan Alvin Acosta, in his message during the



CSC Commissioner Ryan Alvin R. Acosta urges CSC officials and employees to uphold women's rights during the CSC's internal National Women's Month celebration kick-off.

program, urged the CSC workforce to ponder on their contribution to women's empowerment. "This month's celebration provides us an opportune time to assess what and by how much we have contributed in the advocacy to promote the welfare and advance the rights of women in our lives, whether they be family members, colleagues, or peers. Then, we also reflect deeper into how and what else we can do to push things for women as we move forward, noting that our contributions, big or small, are contributions of great importance nonetheless."

"I believe that, as advocates for women empowerment, we at the CSC have taken this challenge to heart by ensuring that our programs and policies afford women meaningful participation and representation in decision-making and by promoting their individual well-being," Commissioner Acosta added.

Other internal NWM activities for the month include the "Amazing Run" which was participated by female CSC officials and employees to showcase their physical and

mental strengths. The CSC also conducted a continuing learning education on topics related to Gender and Development (GAD), such as balancing career and motherhood, women and technology, and solo parenthood. To culminate the celebration, the CSC conducted its "Piknik sa Kalikasan" where resource speakers discussed provisions of the Anti-Violence Against Women and Children, the Safe Spaces Act, and CSC Rules on Sexual Harassment. Previous and incumbent female CSC officials were also be celebrated in the said event.

POLICIES FOR WOMEN

As a staunch advocate of women empowerment and gender mainstreaming in the Philippine bureaucracy, the CSC has crafted and implemented various human resource policies and programs that support female workers in government. These include guidelines on the expanded maternity leave, paternity leave, adoption leave, as well as leave for women who are victims of violence.

(continued on page 12)

CSC joins Women's Month ... from page 11



Civil Service Commission (CSC) kicks off its internal National Women's Month celebration on 6 March 2023 at the CSC Central Office, Batasan Hills, Quezon City.



Guest speaker Dr. Zenith Gaye Orozco-Bautista, Assistant Professor from the Institute of Biology of the University of the Philippines Diliman, shares her success story as a woman in the Science, Technology, Engineering, and Mathematics (STEM) field and as a Balik Scientist Program awardee of the Department of Science and Technology during the CSC's internal National Women's Month celebration kick-off.



The CSC also issued rules on the grant of special leave benefits for women who underwent surgery due to gynecological disorder pursuant to Republic Act No. 9710 or the Magna Carta of Women (MCW).

The Commission also ensures inclusive human resource practices by implementing the 2017 Omnibus Rules on Appointments and Other Human Resource Actions, as amended (ORAOHRA); and the Equal Opportunity Principle (EOP) in recruitment and appointment.

ORAOHRA ensures not only standard procedure but also fair and equal treatment of individuals in the areas of recruitment, selection, appointment, promotion, and other HR actions. EOP aims to remove barriers and discrimination during the selection process or in participating in or accessing learning and development interventions on the basis of sexual orientation, gender identity, and gender expression (SOGIE), civil status, disability, religion, ethnicity, or political affiliation.

It has also strengthened provisions of the 2017 Rules on Administrative Cases in the Civil Service, specifically those pertaining to the offense of sexual harassment, to deter the occurrence of sexual harassment cases in government.

Meanwhile, the CSC has continuously celebrated women in various fields in the government through the annual Search for Outstanding Government Workers under its Honor Awards Program. [®]

CSC Chair attends Singapore summit, meets Civil Service Head

Civil Service Commission (CSC) Chairperson Karlo Nograles attended the Global Government Summit from 1 to 2 February 2023 at the Shangri-La Hotel, Singapore.

The event, hosted by the Singapore Government and organized by the Global Government Forum, is a unique annual event where the world's most senior public servants explore the challenges faced by civil services around the world. It provides a confidential and informal space where participants can freely discuss views, experiences, successes, and failures, as well as explore potential solutions.

"These past 2 days have been very productive for me. I have had an opportunity to learn priceless lessons from the different public sector leaders and their countries' civil service programs and strategies, which I can then apply toward improving the CSC. We have seen similar challenges and concrete actions on leadership and public service delivery. There were also opportunities to build rapport and start conversations with other governments and the private sector entities which the CSC can



CSC Chairperson Karlo A. B. Nograles attended the Singapore Summit to discuss and exchange ideas on the public service systems of the participants.

continuously engage." Nograles said.

First held in London in 2011, the Global Government Summit brings together top leaders from the center of government: those responsible for leading their national civil services and overseeing strategic development, organizational reform, workforce capabilities and culture change.

While in Singapore, Chairperson Nograles also met with Singapore Government's Head of Civil Service Leo Yip.

The agenda was to discuss and exchange ideas on the public service system in both countries, focusing on topics such as digitalization,

continual improvement, and transformation.

"My meeting with Mr. Yip allowed me to get a glimpse of how the Singapore's Civil Service operates. I am grateful to Mr. Yip for the opportunity. I look forward to Singapore's assistance in our journey toward digitalization and other possible partnerships," Nograles said.

Both countries are part of the ASEAN Cooperation on Civil Service Matters or ACCSM, composed of civil service bodies from the Association of Southeast Asian Nations (ASEAN) Member States, which has served as a platform for mutual learning and information exchange since 1981. [®]



CSC Chairperson Karlo A. B. Nograles with PASUC and Batangas State University President Dr. Tirso A. Ronquillo during the MOA Signing.

CSC, PASUC renew scholarship grant agreement for fallen heroes' beneficiaries

The Civil Service Commission (CSC) entered into a new agreement with the Philippine Association of State Universities and Colleges (PASUC) on the scholarship program named *Pamanang Lingkod-Bayan Iskolarsyip* last 23

February 2023 at the CSC Central Office, Quezon City.

As part of the incentives under the *Pamanang Lingkod Bayani* (PLBi) Program of the CSC, the scholarship shall be given to the immediate family members of the civilian public official or employee who was killed in the line of duty or has died in the dedicated performance or pursuit of his/her official duties and responsibilities or functions as a civil servant. Immediate family members refer to the spouse, and legitimate and illegitimate children of the married deceased public officer or employee. If the marital status is single, members shall refer to a niece or nephew receiving support from the deceased public officer or employee.

"Dahil sa PLBi Program ng CSC, nabibigyan natin ng karampatang pagkilala at pagpupugay ang mga kapwa lingkod bayan na nagbuwis

ng kanilang buhay alang-alang sa serbisyo publiko. Napaaabot din natin ang malasakit para sa kanilang mga naiwang kaanak sa pamamagitan ng tulong pinansyal. Nagpapasalamat din kami sa PASUC, sa pangunguna ni President Tirso Ronquillo, dahil patuloy nating nabibigyan ng scholarship grants ang mga beneficiaries ng ating PLBi Program," said CSC Chairperson Karlo Nograles during the signing of the Memorandum of Agreement (MOA) with PASUC and Batangas State University President Dr. Tirso A. Ronquillo.

Under the scholarship program, a grantee will receive one free Bachelor's Degree scholarship in accordance with Republic Act No. 10931 or the "Universal Access to Quality Tertiary Education Act of 2017" with priority admission to any PASUC-member state college or

(continued on page 17)



CSC renews partnership with DOST-PTRI for the production of CSC employee uniform.

CSC promotes use of tropical fabrics for gov't uniform

The Civil Service Commission (CSC) enjoined all government agencies to use the Philippine Tropical Fabrics (PTF) for employee uniform as a way to instill patriotism and nationalism among public officials and employees.

"We encourage all government agencies to promote the use of local fabrics and textiles by using them as base materials in the uniforms of officials and employees. This is in compliance with Republic Act (RA) No. 9242," urged CSC Chairperson Karlo Nograles.

Under Section 3 of RA No. 9242, entitled "An Act Prescribing the Use of Philippine Tropical Fabrics for Uniforms of Public Officials and Employees and for Other Purposes", the use of PTF is prescribed for official uniforms of government officials and employees, and for

other purposes that require the use of fabrics in government offices and functions.

For the continued implementation of RA No. 9242 or the PTF Law, the CSC convened the PTF Technical Working Group (PTF TWG) which includes the Department of Science and Technology-Philippine Textile Research Institute (DOST-PTRI), the Department of Trade and Industry (DTI), and the Department of Agriculture-Philippine Fiber Industry Development Authority (DA-PhilFIDA), and conducted a series of meetings in the last three years to review the existing Implementing Rules and Regulations (IRR) and draft a proposed Amended IRR.

The PTF TWG came up with the proposed Amended IRR, which was presented to the stakeholders in the private sector representing various organizations in the PTF Industry last year. Inputs from the private sector were solicited and discussed during the stakeholders' consultation. The CSC is now finalizing the Amended IRR based on the agreements and will be up for approval and promulgation.

"With the issuance of the Amended IRR of the PTF Law, we hope that we have made strides toward fulfillment of the intent of the law to instill patriotism and nationalism among the people, especially public officials and employees,

through the use of the PTF for office uniforms. In promoting preferential use of locally produced goods and resources, we will help uplift and make competitive anew the local fiber and textile industries in the country," added Chairperson Nograles.

The CSC said that all activities including roll-out of the Amended IRR to government agencies are targeted to happen within the first semester of 2023 and implementation is expected to be in full swing by the second half of 2023.

Chairperson Nograles also expressed gratitude to Senator Loren Legarda, the principal author of the PTF Law, for her continuing advocacy and support by promoting and patronizing locally made textiles, especially the PTF here and abroad.

PARTNERSHIP WITH DOST-PTRI

Meanwhile, the CSC renewed its partnership with DOST-PTRI for the production of CSC employee uniform during the Philippine Textile Industry Stakeholders' Conference held last 26 January 2023 in Makati City.

Under a Memorandum of Agreement, CSC and DOST-PTRI shall continue to collaborate on the implementation of the latter's project entitled "Design and Production of Primary Group of Government Agencies Uniforms to Boost the Mainstream Market of the Philippine Tropical Fabrics (PTF) in the Country through the Inclusive Business Approach".

Said project aims to promote and boost mainstreaming of the PTF as base material for the uniforms of government agencies. The two agencies will work together to develop one set of uniform design and prototype for the CSC workforce. The target date of completion is on June 2023. 📌

CSC Chair reports biggest turnout in eligibility exam

The Civil Service Commission (CSC) announced that a total of 381,735 individuals took the Career Service Examination-Pen and Paper Test (CSE-PPT) Professional and Subprofessional levels yesterday, 26 March 2023, in 94 testing centers nationwide.

According to CSC Chairperson Karlo Nograles, 94.56% of the registered individuals took part in the exam for aspiring civil servants, with 331,928 takers for the CSE for Professional

Level and 49,807 takers for the Subprofessional Level.

“This could be the biggest turnout the CSC has had for a single CSE-PPT schedule. *Ginawa natin ito dahil batid nating marami pa rin sa ating mga kababayan ang nagnanais makakuha ng career service eligibility, lalo na iyong mga naapektuhan ng postponement ng exam administration noong kasagsagan ng COVID-19 pandemic,*” announced Chairperson Nograles.

No significant issues were reported among the examiners and examinees, as everyone followed instructions and cooperated with the health and safety protocols announced beforehand.

During his visit at Guiguinto National Vocational High School and Marcelo H. Del Pilar National High School in the Municipalities of Guiguinto and Malolos, Bulacan, Chairperson Nograles also expressed gratitude to the teachers, partners in local government units, and other government personnel

who served as room examiners and proctors as the administration aims to accommodate more Filipinos in the public sector workforce.

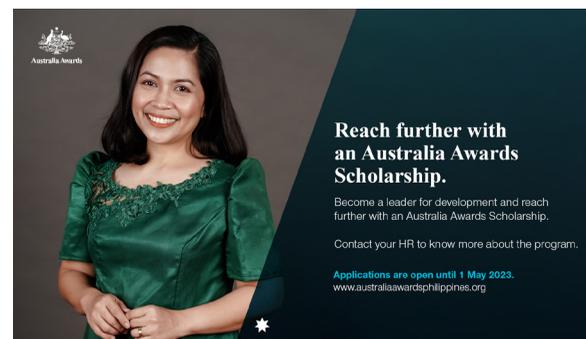
“*Kami po sa CSC ay nagpapasalamat sa paglalaan ninyo ng oras at lakas para sa ating exam ngayong araw. Dahil sa inyong dedikasyon na maglingkod kahit sa araw ng Linggo, napapanatili natin ang integridad at kaayusan ng CSE,*” Chairperson Nograles added.

Top CSC officials also visited testing centers to inspect the actual operations of the exams and commended volunteers nationwide. Commissioner Aileen Lourdes A. Lizada visited Baguio testing centers together with Examination, Recruitment, and Placement Office Directors Prisco S. Rivera, Jr. and Cherry C. Berris; Acting Executive Director IV Victoria F. Esber visited Tacloban City testing center; Asst. Commissioner Karin Litz P. Zerna made rounds in Dumaguete City; and Asst. Commissioner Ariel G. Ronquillo inspected Quezon City testing centers. 

Australia Awards Scholarships is now accepting applications

STUDY ABROAD

Australia Awards Scholarships is now accepting applications for postgraduate studies for the 2024 intake. Australia Awards are scholarships offered to emerging leaders from developing countries for study, research, and professional development in Australia. Upon their return, scholars will apply their



Australian education to undertake projects that will contribute to positive change and development in the country, through their respective re-entry action plans.

Areas of study must be aligned with the priority development needs of the Philippines: agriculture, aquatic, and natural resources management (including maritime,

mining, and energy); digital economy and cybersecurity; education; foreign relations; governance and public policy (including civil society and media); health (including public health and mental health); humanitarian, disaster risk, and climate change management; infrastructure and smart cities; law and justice; peace and development; and trade and economics.

Applications are accepted until 1 May 2023. Contact your agency's Human Resource or visit www.australiaawardsphilippines.org to know more about the scholarship program. 

Featured in the photo is Australia Awards alumna, CSC Civil Service Institute Acting Director III Emylin O. Severo, Master of Human Resource Management, Griffith University, 2014.

Certification of Eligibility may now be secured in any CSC Regional Office

Civil service eligibles may now request and secure their Certification of Eligibility (COE) and its authenticated copies in any of Civil Service Commission's (CSC) 16

Regional Offices, regardless of their place of examination.

“*Mas magiging madali na para sa ating mga kababayan ang pagkuha ng kanilang eligibility records dahil kahit saang CSC Regional Office (CSC RO) ay maaari na silang magpunta at mag-request ng COE. Kasama na riyan ang pagkuha ng authenticated copies ng COE,*” said CSC Chairperson Karlo Nograles.

This development came with the completion of a system called the Internal Civil Service Eligibility Verification System (iCSEVS) approved under CSC Resolution No. 2200677 last 16 December 2022. iCSEVS allows CSC authorized verifiers to easily and quickly verify civil service eligibilities from an integrated database composed

of passers of Career Service Pen and Paper Test and Computerized Examinations, and those granted special eligibilities under special laws and CSC issuances.

However, only CSC ROs are entertaining requests for COE; its Field Offices do not issue COE at the moment. Further, the CSC Central Office shall only process requests for civil service eligibility required by the Courts or other investigating bodies, through a Subpoena Duces Tecum, and an Order and/or a Written Request by the CSC Executive Offices and Office for Legal Affairs at its Central Office whenever the information is needed to resolve or check information involved in a pending case, complaint or issue, or to help a client who requires immediate assistance. 

CSC, PASUC ... from page 14

university of their choice provided that he/she qualifies for admission and meet the school's requirements. Up to two beneficiaries are entitled to the scholarship incentive. The scholarship covers tuition and other school fees, except, for fiduciary funds, for any baccalaureate programs. For postgraduate studies, one beneficiary will be given a discounted tuition fee.

Meanwhile, for beneficiaries of minor age, a joint CSC-PASUC Certificate will be issued to them stating that, upon reaching the rightful age to pursue a baccalaureate program, they shall be entitled to the scholarship benefits under the PLBi Program.

PASUC is an association of public tertiary school-level institutions in the Philippines comprised of all 114 State Universities and

Colleges under the Commission on Higher Education. The CSC-PASUC *Pamanang Lingkod-Bayan Iskolarsyip* was established through a MOA in August 2008.

ABOUT THE PROGRAM

The PLBi Program aims to acknowledge and pay tribute to slain/deceased government workers who displayed heroism in the name of public service.

Civilian and non-uniformed employees with permanent, temporary, probationary, elective, contractual, casual, and co-terminus status of employment, who were killed in the line of duty or those who died while in the performance of their respective functions may be nominated to the PLBi Program. Government workers who were entitled to compensation and death benefits under existing

and prospective laws and issuances are exempted from the program.

Aside from the scholarship incentive, beneficiaries of PLBi awardees are given the *Pamanang Parangal sa Lingkod Bayani*, a tribute where the awardee will be recognized during the flag raising ceremony of his/her agency and a Certificate of Recognition signed by the CSC Chairperson will be handed to the bereaved family; and the *Pondong Pamanang Lingkod Bayan*, a one-time financial assistance of PHP100,000 which will be given to the family of the awardee.

Heads of agencies or regional offices may submit to the CSC Regional and Field Offices nominations of qualified deceased or killed personnel within six (6) months from the time of death. For nomination procedure and requirements, read CSC Resolution No. 2100266, or the PLBi Enhanced Implementing Guidelines, promulgated on 10 March 2021. 



Organizers of the (GEDSI) Summit, led by CSC CAR Director IV Nerissa B. Canguilan, pose for a photo opportunity.

CSC Cordillera holds summit on gender equality, diversity, and social inclusion

The Civil Service Commission-Cordillera Administrative Region held a two-day face-to-face Gender Equality, Diversity, and Social Inclusion (GEDSI) Summit last 28 February to 1 March 2023 participated by government employees, agency gender and development (GAD) Focal Point Systems/Committees, GAD implementers and stakeholders, Indigenous Peoples (IP) groups, differently-abled or physically-challenged persons, members of the Sexual Orientation, Gender Identity, and Gender Expression (SOGIE) community, and participants from the private sector.



Baguio City Mayor Benjamin Magalong delivers an inspirational message to welcome the participants of the GEDSI Summit

With the theme, "Breaking Barriers: Creating Ripples of Change for GEDSI," the event highlighted GEDSI in the Philippine context to enable participants to understand the principles and contextualize the same in their workplace; motivate and influence participants to broaden and enhance their gender lens by developing policies and institutionalizing practices that will further promote GEDSI; and enable

them to be more gender responsive and become GEDSI champions in promoting inclusivity.

In the Philippine civil service, GEDSI-related policies, particularly on sexual harassment (SH) have been updated, such as the definition of terms, new provisions on handling SH cases, and procedures on handling SH complaints.

Resolution No. 2100064 circularized via Memorandum Circular No. 11, s. 2021, amended certain provisions of the RACCS, specifically those pertaining to the administrative proceedings for SH complaints where the offender is a government employee. Per MC No. 11, SH covers not only physical or verbal acts but also those done using technology. This may include unwanted sexual misogynistic, transphobic, homophobic, and sexist remarks and comments, committed whether publicly or through direct and private messages; invasion of victim's privacy through cyberstalking and incessant messaging; uploading and sharing without the victim's consent any form of media that contains photos, voice, or video with sexual content; and any unauthorized recording and sharing of any of the victim's photos, videos, or any information online.

Subject matter experts from the Australia Awards and Alumni Engagement Philippines, Commission on Audit (COA), Philippine Commission on Women (PCW), two national legislators, and other guest speakers took the stage to expound on relevant topics such as: GEDSI in the Philippine Context; Mainstreaming Gender in Program Planning and Budgeting; Understanding SOGIE: Creating an Inclusive Culture for All; Engaging PWDs in Nation Building; IPs as Collaborators in Nation Building; and Common Audit Findings and Observations on Compliance to GAD and PWD Requirements. 📌



CSC Commissioner Aileen Lourdes A. Lizada receives a plaque of appreciation from CSC CAR Director IV Canguilan as resource speaker for the GEDSI Summit.



Women empowering women. Participants having a great time as they participate in a number of ice breakers prepared for the GEDSI Summit.



CSC Caraga joins the nation in honoring women

Every year, CSC Caraga not only initiates activities to celebrate women's month, it also actively participates in the various activities initiated by other agencies/institutions as well.

This year, employees actively participated in the kick-off activity of the National Women's Month celebration held on 1 March 2023 at Caraga State University. This month-long celebration was spearheaded by the Regional Development Council - Regional Gender and Development Committee (RGADC).

Regional Director Winston L. Plaza led CSC Caraga in its participation at the Caraga Women' Summit on 8 March 2023. This event was participated by various officials and employees from other government offices in Caraga region. During this occasion, CSC staff availed of the free medical services and enjoyed the free food tasting of different products displayed during the activity. 



From left to right: CSC Caraga Director IV Winston L. Plaza, DOJ-Parole & Probation Administration Director IV Lina K. Burdeos, Bureau of Treasury Director IV Maria Cecilia M. Buniel, Commission on Human Rights OIC-RD Atty. Aurora Luanne R. Cembrano-Ramos, and POPCOM Caraga Regional Director and Regional GAD Committee Chairperson Alexander Makinano.



CSC Caraga employees with POPCOM Regional Director and Regional GAD Committee Chairperson Alexander Makinano (3rd from left) and Agusan del Norte Provincial Governor Ma. Angelica Rosedell M. Amante (3rd from right).

Citizen's Guide

Efficient customer management through the Contact Center ng Bayan

Established as the public feedback mechanism of the Civil Service Commission (CSC), the Contact Center ng Bayan (CCB) managed by the Public Assistance and Information Office (PAIO) aims to promote accountability among government agencies by providing citizens with tools to report feedback on government frontline services.

Since the CCB started operations in 2012, it has received and acted on a total of 1,144,138 transactions for over a decade. In 2022, the CCB has processed a total of 134,638 transactions classified as simple, complex, and others. The transactions consisted of 61.00% requests for assistance; 25.70% complaints; 6.72% commendations and appreciation feedback; 5.95% queries; and 0.63% suggestions. The remaining 0.37% were transactions received through the 8888 Complaints Portal from the

Office of the President's Complaint Center.

In what months does the CCB receive the most feedback?

Peak of transactions received in 2022 was in January and August with 11.51% and 9.93% shares, respectively. The month of December posted the lowest number of transactions at 6.14% as restrictions for the pandemic had decreased and face-to-face transactions came back as a norm.

What mode was the most popular to customers reaching out to the CCB?

As per transaction mode, most feedback were received via email with 58,473, while 52,407 concerns were gathered through Facebook. These comprise 82.35% of the entire transactions received by the facility, while the other 17.65% were received via SMS, scanned mails, the Office of the President's 8888 Citizens' Complaint Hotline,

(continued on page 22)

CCB Transactions per Access Mode, 2022

January to December 2022				
MODE	SIMPLE	COMPLEX	OTHERS	TOTAL
SMS	14,581	466	7,686	22,733
Emails	38,287	4,564	5,622	58,473
Facebook	52,408	0	0	52,408
Mail	2	236	0	238
Calls	6	4	0	10
Walk-in Customers	0	40	0	40
Hotline 8888	231	269	0	500
FB Comments	236	0	0	236
GRAND TOTAL	105,751	5,579	23,308	134,638



(standing from L-R) CSC Chairperson Karlo A. B. Nograles visited the CCB facility and was briefed on its day-to-day operations. With him are CSC Commissioners Aileen Lourdes A. Lizada and Ryan Alvin R. Acosta.

walk-in clients, and calls through the CCB 16565 hotline.

What is the difference between a simple and a complex transaction?

The CCB categorizes transactions that are acted upon as either simple or complex.

Simple transactions are concerns that are normally resolved at the level of the CCB agents and supervisors, such as providing information on queries on government services and procedures.

Complex transactions refer to matters that require the involvement of other government agencies. Transactions which do not need further action, such as replies from clients and agencies, follow-ups on existing concerns, duplicate messages, and additional queries are tagged as "Others".

Of the 134,638 transactions received in 2022, a total of 5,579 (4.14%) complex concerns were referred to other government

agencies; 105,751 (78.54%) simple concerns were addressed directly by the CCB agents; while the remaining 23,308 (17.13%) consisting of follow-ups, replies, and additional queries were recorded and updated in the CCB database.

Does the CCB comply with the 3-7-20 rule of Republic Act No. 11032?

The CCB ensures that actions on public feedback comply with the number of days required under RA No. 11032. As such, it regularly monitors the resolution rate and compliance rate of concerns referred to government agencies. Aside from conducting regular follow-ups, the CCB initiated the conduct of bulk follow-ups on unresolved concerns. It also introduced the online matrix of referrals, which government agencies/offices may utilize to monitor the status of public feedback referred to them. Focal persons of the offices were given authority to access the online system, which in effect, aided the smooth flow of communication

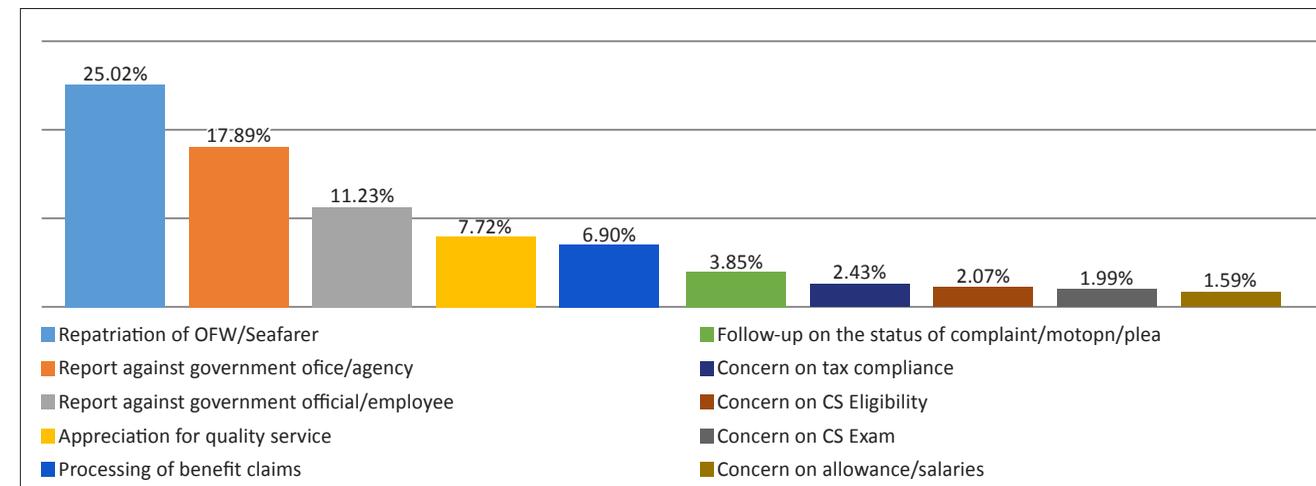
between the CCB and the focal person/s and allowed a more efficient resolution of referred concerns.

The resolution and compliance rate of complaints received by the CCB is one of the criteria for the grant of Performance Based Bonus (PBB) for FY 2022. Under Administrative Order (AO) No. 25 Memorandum Circular No. 2022-1 or the Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 Under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016 issued by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems dated 24 March 2022 requires Citizen/Client Satisfaction Results (item 4.4) as one of the criteria for PBB.

What are the most common reports received by the CCB in 2022?

The prevalent reasons of customers for reaching out to the CCB were mainly due to government offices

Top Reasons for Contacting the CCB, 2022



not being able to complete and meet service delivery expectations. Specifically:

1. Slow processing of transactions;
2. Complaints on the conduct/behaviour of government officials/employees;
3. Failure to act on requests, and
4. Failure to attend to clients.

If I have an active ticket, how do I track the actions taken?

For citizens who lodged a concern with the Contact Center ng Bayan, you may check the real-time status of your concern through the **CCB**

Ticket Status search box.

Step 1: Log on to www.contactcenterngbayan.gov.ph.

Step 2: On the right-hand side of the home page, look for the blue CCB Ticket Status search box.

Step 3: Input the reference number provided to you earlier by the CCB Agent.

Step 4: Read the status that appears on the bottom.

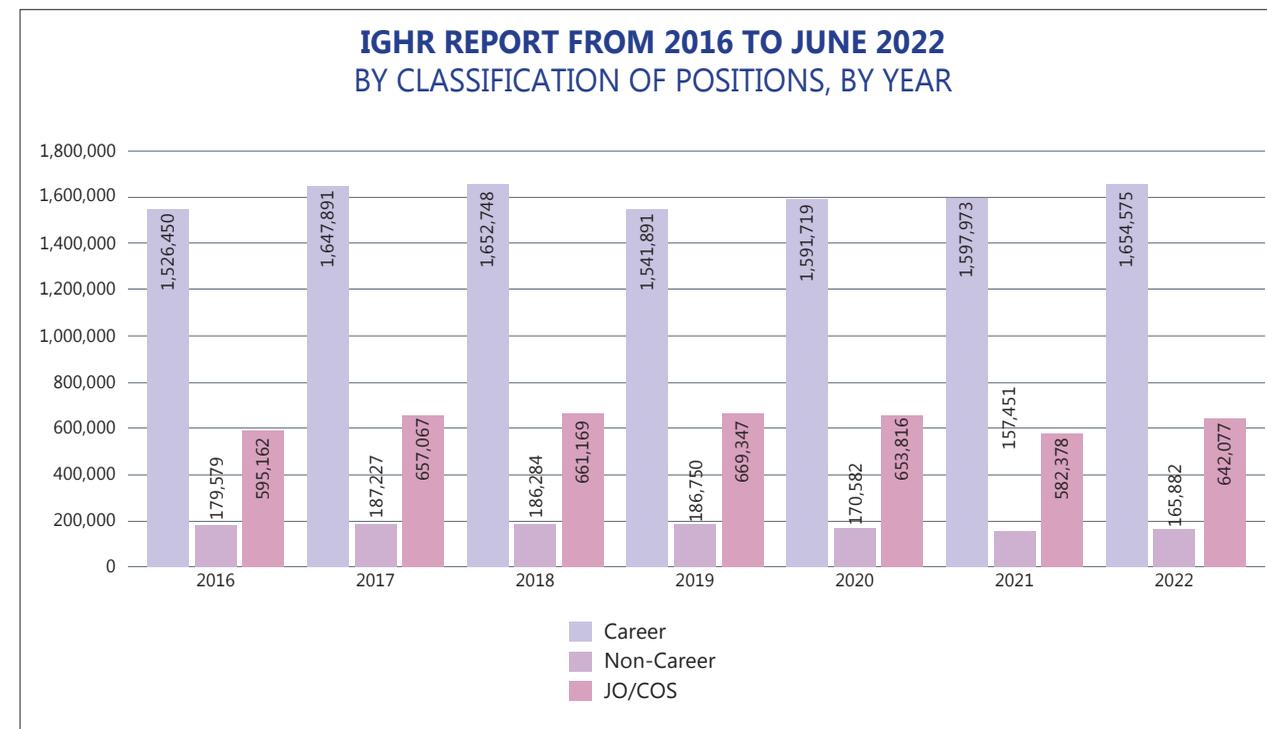
If you wish to discuss your concern

further, you may get in touch with the CCB by doing any one of these actions:

- Send a text message/SMS to 0908-881-6565
- Send an email to email@contactcenterngbayan.gov.ph
- Go to the CCB website and click on "Report a CCB Concern" (Direct link: <https://contactcenterngbayan.gov.ph/contact-us>)
- Send a private message via the CSC Facebook Page: www.facebook.com/civilservicegovph



CSC PROVIDES LATEST COUNT OF PUBLIC SECTOR HUMAN CAPITAL



The Civil Service Commission (CSC) published its latest inventory of government human resource (IGHR) with the latest official count at 1,820,457 as of June 2022.

The CSC is mandated, among others, to keep and maintain the bureaucracy-wide human resource (HR) records in the Philippine Civil Service (PCS). The CSC, being the central HR institution, continuously creates records as it documents its day-to-day operation and all events pertinent to HR management, actions, programs, and policies, which form part of the HR records. These records constitute a strategic input to the HR administration/management, policy formulation, budget allocation, decision-making, and to its performance in the attainment of its goals and mission.

Among the important data that may be culled from the HR records are the statistical data on HR profile of the PCS. The statistical data is important not only for research/studies but also in the formulation of government policies/programs, budget allocation, and decision-making. It is therefore incumbent on the part of the Commission to ensure accuracy and timeliness of the statistical data/inventory of government human resources.

The first recorded statistics on the number of officials and employees in the PCS was in the year 1961, followed by a statistical data that was gathered through a survey project known as the "CSC – National Manpower and Youth Council Manpower Survey Project 1971-1973" and both statistics were done manually. In December 1993, with the advent of emerging ICT technology, the first ICT-driven Inventory of Government Personnel (IGP) was conducted to get a more

accurate headcount of government officials and employees.

The annual IGHR has been conducted since 2016 and the data were posted in the CSC website. With the implementation of the IGHR Version 2.0 which included the module for the plantilla of personnel in CY 2019, report generated dated 31 May 2019 was based on the agencies' actual plantilla of career positions.

In CY 2020, the data for the Non-career positions and Job-Orderb(JO)/Contract of Service (COS) were also integrated in the IGHR Version 2.0. It already depicts a more realistic data/information based on the actual head count on the ground for the career, non-career and JO/COS.

Data shows the comparative IGHR reports, by classification of positions and by year, starting from 2016 until 22 June 2022:

The Career Service is characterized by (1) entrance based on merit and fitness to be determined as far as practicable by competitive examination, or based on highly technical qualifications; (2) opportunity for advancement to higher career positions; and (3) security of tenure.

Classes of positions in the career service appointment to which requires examinations are grouped into three major levels as follows:

- a. The first level includes clerical, trades, crafts, and custodial service positions which involve non-professional or subprofessional work in a non-supervisory or supervisory capacity requiring less than four years of collegiate studies;
- b. The second level includes professional, technical, and scientific positions which involve professional, technical, or scientific work in a non-

supervisory or supervisory capacity requiring at least four years of college work up to Division Chief level; and

- c. The third level covers positions in the Career Executive Service.

Geographically, the National Capital Region (NCR) had the biggest number of government employees with 351,319 workers or 21.23% of the total government workforce. Region 4 followed with 197,280 employees or 11.92%, while Region 3 had a total of 138,818 personnel or 8.38 % of the overall government workforce.

Meanwhile, the Non-Career Service is characterized by (1) entrance on bases other than those of the usual tests of merit and fitness utilized for the career service; and (2) tenure which is limited to a period specified by law, or which is coterminous with that of the appointing authority or based on the trust and confidence

of the appointing authority, or which is limited to the duration of a particular project for which purpose employment was made.

The Non-Career Service include:

- a. Elective officials and their personal or confidential staff;
- b. Secretaries and other officials of Cabinet rank who hold their positions at the pleasure of the President and their personal or confidential staff(s);
- c. Chairpersons and members of commissions and boards with fixed terms of office and their personal or confidential staff;
- d. Contractual personnel or those whose employment in the government is in accordance with a special contract to undertake a specific work or job, requiring special or technical skills not available in the employing agency, to

BY STATUS OF APPOINTMENT

COTERMINOUS	20,531 (12.38%)
CASUAL	94,116 (56.74%)
CONTRACTUAL	33,205 (20.02%)
ELECTIVE	18,030 (10.87%)

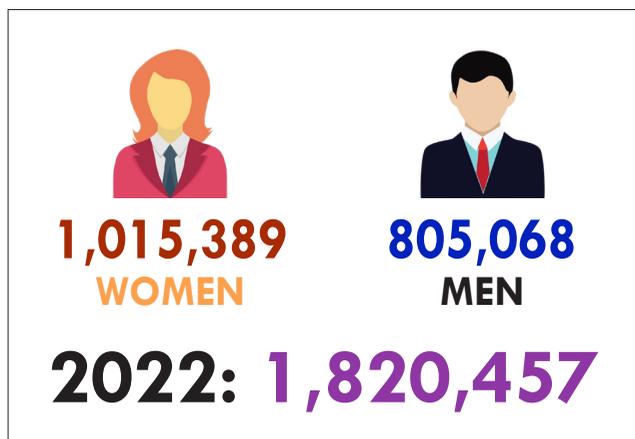
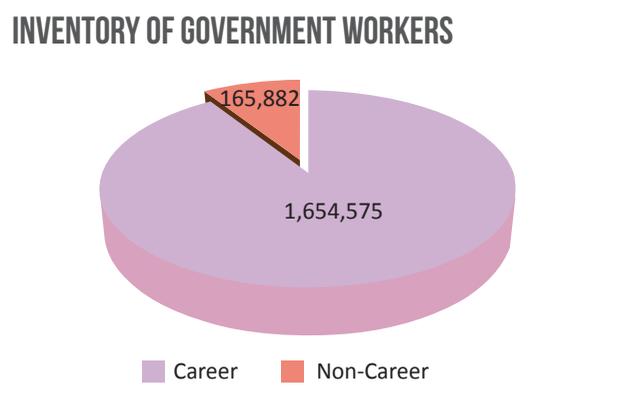
be accomplished within a specific period, which in no case shall exceed one year, and performs or accomplishes the specific work or job, under his own responsibility with a minimum of direction and supervision from the hiring agency; and

e. Emergency and seasonal personnel.

The CSC's 2017 Omnibus Rules on Appointments and Other Human Resource Actions, as amended, ensures not only standard procedure but also fair and equal treatment of individuals in the areas of recruitment, selection, appointment, promotion, and other HR actions.

Agencies are also encouraged to adopt Equal Employment Opportunity Principle guidelines to remove barriers and discrimination during the selection process or in participating in or accessing learning and development interventions on the basis of sexual orientation, gender identity, and gender expression (SOGIE), civil status, disability, religion, ethnicity, or political affiliation.

The number of female government workers exceeded the number of male government employees. Female employees totaled to 1,015,389 or 55.78% of the total government workforce, whereas male employees totaled to 805,068 or 44.22% of the total government population. •



Women Awardees of the 2022 SEARCH FOR OUTSTANDING GOVERNMENT WORKERS



Women individual awardees of the 2022 Search for Outstanding Government Workers.

COVER STORY

The idea of leadership is not only constructed; it is also gendered. These gendered constructions of leadership contribute to how nations understand their history and the gender relations of the society. In national histories, women have usually been stereotyped as the peacekeepers or nurturers of their families and communities and the society.

In contrast, men are usually constructed as leaders, the movers and shakers of the world. In stories of the rise and fall of nations, victories and defeats, men are always given the active role and in contrast, women have been relegated to the passive role. They are usually cited (if cited at all) for filling in secondary or assistorial roles—the caregiver, the victim, the male hero's wife or family. As a result, the participation of women has been trivialized and limited to stereotypical retellings. However, emerging "herstories" of

women's involvement have slowly revealed the true nature of their participation and are beginning to challenge dominant constructions of women in nation building.

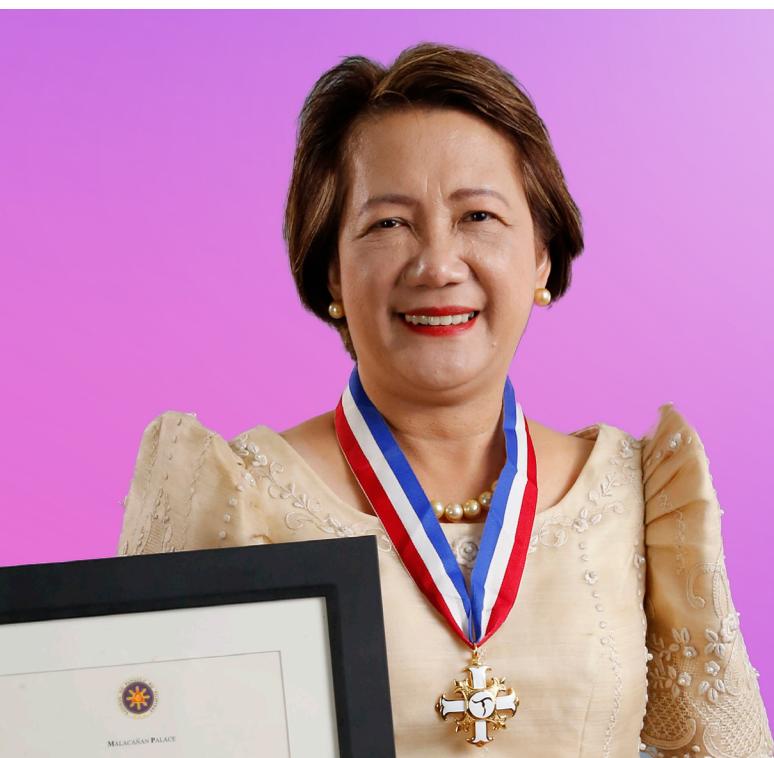
Women have come a long way in terms of being included in the public sphere of society. Women could vote, women can be top

executives, women could be voted into positions, and women could lead countries.

A tangible case exemplifying women leadership and their contributions to national development are the awardees of the 2022 Search for Outstanding Government Workers. This year,

female winners outnumbered their male counterparts and they are in such a wide range of fields of service. There are educators/teachers, social workers, doctors, scientists, among others.

Here are the individual women awardees of the CSC's Honor Awards Program:



Cynthia Palmes Saloma, PhD

Professor 12/Executive Director
Philippine Genome Center
Office of the Vice President for Academic Affairs
University of the Philippines System
Diliman, Quezon City
Presidential Lingkod Bayan Awardee

A scientist, molecular biologist, mentor, and innovator, Dr. Saloma laid the infrastructure for genomics research in the country and the foundation by which genomic bio-surveillance is now part of the arsenal for pandemic preparedness. With her leadership, the Philippine Genome Center (PGC) was able to provide the Inter-agency Task Force for the Management of Emerging Infectious Diseases with science-based genomics data critical for the whole-of-nation approach management of the COVID-19 pandemic. Until now, she continues to push the PGC team to embark on relentless capacity-building to forge research collaborations with various stakeholders and the international scientific community.



Ailene Batulan Añonuevo

Chief Education Supervisor
Department of Education
Schools Division of Panabo City
Davao del Norte
Civil Service Commission Pagasa Awardee

For making education more accessible to indigenous peoples or IP. Her research on the alarming dropout rate of IP learners due to the distant location of their schools, as well as her dedication to initiate the project and establish partnerships with donors, led to the construction of *Balay Paglaum para sa Estudyanteng Lumad*. The facility is able to provide Grades 7 to 12 learners with temporary shelter as well as daily basic necessities. *Balay Paglaum* has achieved zero non-reader and zero dropout records, and a number of its IP beneficiaries have already finished secondary education.

Adeline Pedro Baarde

State Auditor IV
Commission on Audit
Tuguegarao City
*Outstanding Public Officials and Employees
(Dangal ng Bayan) Awardee*

For her earnest demonstration of the highest standard of ethics and integrity in the performance of her functions as state auditor. She audited the accounts of the municipal treasurers of the LGUs of Palanan in Isabela and Piat in Cagayan, which resulted in the restitution of cash shortages and the filing of appropriate charges against the accountable officers. Through her vigilant monitoring, the government was able to recover more than PHP8 million from implementing the Commission on Audit Decisions and Notices of Suspensions.



Georgina Morales Bulasa

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

For her exemplary adherence to the norms of conduct and ethical standards serving as a model social worker. She works with children in conflict with the law (CICL) through center-based rehabilitation at the Regional Rehabilitation Center for Youth. As case manager and the concurrent head of the Center, she provides intensive individual and group therapy sessions, assists them in attending court hearings, submits progress reports, and testifies before the court to facilitate the discharge of the CICL from rehabilitation. She also partnered with institutions to provide alternative education and skills training, ensuring that CICLs will be productive members of the society.





Pablita Rasonabe Cabarles

Master Teacher I
Department of Education
Manga National High School
Tagbilaran City, Bohol
Civil Service Commission Pagasa Awardee

For transforming Manga National High School into a certified Integrated Diversified Organic Farming System Learning Site. The site's rocky terrain did not stop her from intensifying the school's *Gulayan sa Paaralan* Program. She introduced container gardening and edible landscaping while implementing various strategies to improve the viability of crops, vegetables, and ornamentals. With the program's success, the school has become a benchmarking destination for local and foreign visitors, and its students have become more interested in agri-preneurship.

Rizalina Ramos Nacpil

Teacher III
Department of Education
San Manuel Elementary School
Tarlac City Schools Division
Tarlac City
*Outstanding Public Officials and Employees
(Dangal ng Bayan) Awardee*

For manifesting exemplary conduct and noteworthy behavioral performance in the performance of her duties. Not only is she a force to reckon with in advocating for student welfare, but she is also a pillar in the community due to her enabling initiatives. For instance, the Project *Kaagapay Mo*, nutrition centers, and greenhouse projects are a means to provide sustainable livelihood in support of her conviction that poverty should never hinder a child from learning and education remains the most effective tool to help people out of poverty. Her initiatives resulted in decreased malnutrition, reduced student absenteeism, and significantly cut school drop-out rate.



Thea Maria Rica Sumang Del Rosario

Administrative Assistant II
Department of Social Welfare and Development
Regional Office III
City of San Fernando, Pampanga
*Outstanding Public Officials and Employees
(Dangal ng Bayan) Awardee*

For her professionalism as displayed in the discharge of her duties with the highest degree of excellence, intelligence, and skills evidenced in her immeasurable contributions in improving the organizational performance of DSWD Regional Office III. In her capacity as chapter president of the Social Welfare Employees Association of the Philippines (SWEAP), she led the standardization of membership, hospitalization, burial, and savings withdrawal processes; digitized members' records for ease of access; developed payment record bookkeeping for ease in computation of claims; and initiated online transactions of SWEAP services region-wide.

Dr. Annie Claire Botengan Pekas

Medical Specialist III
Luis Hora Memorial Regional Hospital
Bauko, Mountain Province
*Outstanding Public Officials and Employees
(Dangal ng Bayan) Awardee*

For being accountable to the people at all times, serving them with utmost responsibility, integrity, loyalty, and efficiency; and acting with patriotism and justice, Dr. Pekas continues to be the epitome of a *lingkod bayani*. A surgeon by profession, she is known to step forward and take the lead in high-risk settings such as attending to COVID-19 wards, intensive care, and in medical emergencies. She was the main initiator in the establishment of Luis Hora's Ambulatory Surgery Unit, Physical Rehabilitation Center, and a fully functional Endoscopy Tower. She is also one of the founders of the Emergency Responder 26, a volunteer rescue group in the Mountain Province composed of individuals from various government agencies equipped with the necessary skills in Basic Life Support, Cardiovascular Life Support, and rescue operations.





President Marcos and CSC Commissioner Lizada led the awarding of honor awardees of the 2022 Outstanding Government Workers held in Malacañang.



“

When women thrive, all of society benefits, and succeeding generations are given a better start in life.

”

Kofi Atta Annan
Former Secretary General of the United Nations

Kofi Atta Annan, a Ghanaian diplomat who served as the 7th Secretary General of the United Nations once said, “When women thrive, all of society benefits, and succeeding generations are given a better start in life.”

This statement may seem simple, but it essentially captures the importance of giving equal opportunities and participation to women in the social, political, and economic spheres of a nation.

The secret to understanding Women’s Month is to acknowledge that it is not supposed to last for only a month—it is a call to personally and collectively engage in upholding women’s rights throughout the year and throughout our lifetime. It should not be a mere obligation to comply or an office activity. Historically, women’s rights have been trivialized and compartmentalized, and that apparent support to the cause was nothing but mere tokenism or lip service. Sometimes, people do not realize the seriousness of

the issue and how far-reaching its effects are in the way we develop or deteriorate as a society. That being said, there is a need to commit to this endeavor and to fully understand what women’s right and equality is all about.

For the 1.8 million government workforce, respect and recognition of the value of women has to go beyond a superficial level to something more real and personal. If that is still not true, then let us collectively make that extra effort to do so.

Women have proven time and again their unique skills and abilities which characterize their influence and leadership in the country. It is everyone’s responsibility to give their rightful space and positions in government, and to see to it that their role in nation-building is properly acknowledged and respected.

Happy Women’s Month! •

BREAKING BARRIERS: Creating Ripples of Change for GEDSI*

BACKGROUND ON GAD INITIATIVES

To be able to speak with you today about Gender Equality, Diversity, and Social Inclusion (GEDSI) is very timely as we emerge into our “better normal”, collectively forced upon us by the COVID-19 pandemic. We, your CSC, prefers to emerge to a “better” normal since it infers that instead of starting new or fresh, it connotes improvement, that something is learned

along the way. What we went through for the past three years re-shaped the way we do things, particularly on the area of gender and inclusivity in the workplace. This is evident in the policies the CSC has issued and revised through the years, all of which paved the way in making the workplace a safe and productive environment for government workers, regardless of their gender or sexual orientation.

*CSC Commissioner Lizada delivers her inspirational message during the GEDSI Summit held last 28 February.

EXECUTIVE LETTER



A participant of the GEDSI Summit raises her concerns during the Q and A.

EMERGING GAD ISSUES IN THE TIME OF PANDEMIC

When we were placed under varying levels of community quarantines during the pandemic, we needed to cope with different conditions and circumstances both in our work life and personal life. We dealt and coped with a lot of stress and uncertainty as we encountered major changes in how the world, as we knew it, worked.

In our lifetime, complying with the quarantine is probably the longest time that we spent inside our homes with our families. We managed to survive with limited access to resources as well. We delivered commitments and targets at work which before seemed only doable via face-to-face interactions. Thus, we had to quickly reconfigure how to carry out our tasks as civil servants.

A famous quote by English author Arnold Bennett in the book “The Great Adventure” encapsulates the experience we had in dealing with the sudden, sweeping changes in our lives this year: “any change, even a change for the better, is always accompanied by drawbacks and discomforts.”

In terms of gender equality and equity, this pandemic has likewise brought to light issues on gender, equality, and inclusivity. The United Nations cites studies on unequal access of women and men, the poor, the disabled, and other marginalized sectors of society to healthcare, relief goods, financial assistance, protection, and opportunities for progress. The COVID-19 health crisis also increased the opportunity for domestic violence. Calling it a “double pandemic”, one

researcher studied how nationwide and global lockdowns increased the “risks associated with domestic violence, especially for women, children, and LGBTQ+ individuals.”

The impact of the crisis is most felt at the home. There are husbands, wives, fathers, and mothers who have been laid off, who were out of regular work, are working at home, or are coping as skeletal workforce. Major changes were dealt in their careers, plus the pressures of parenthood because the children are not in school and are staying at home. The reversal of traditional gender roles added pressure to individuals managing different tasks from what they are used to.

These are just a few gender issues that surfaced during this crisis. The situation may be new, but the gender issues at their core are not. We are still dealing with the same basic GEDSI problems—inequality and discrimination.

OUR ROLE IN GEDSI IN THE TIME OF PANDEMIC

This is what GEDSI in the time of pandemic looks like. We are keen to anticipate or observe emerging issues that the health crisis created, and proactively initiated policies to help in our capacity as the central HR institution of the Philippine government. The pandemic may have disrupted so many aspects of our personal and professional lives, but it cannot disrupt the important work we do in GEDSI.

As studies observe greater instances of domestic violence, the Commission is committed to continuously and consistently

say no to Violence Against Women or VAW by being a part of the Inter-Agency Council on Violence Against Women and their Children (IACVAWC). We consistently participate in celebrating and spreading awareness about the 18-day campaign to end VAW. Albeit virtual in the past years, the CSC continued to encourage all government agencies to continue raising awareness and educating communities about domestic violence and sexual harassment.

It is worthy to note that as early as 1994, the CSC issued Resolution No. 94-2854 or the Policy on Sexual Harassment in the Workplace, which emphasizes that sexual harassment or SH is a violation of human rights. This was reiterated in the 2017 Rules on Administrative Cases in the Civil Service or RACCS. SH-related policies have been updated, such as the definition of terms, new provisions on handling SH cases, and procedures on handling SH complaints.

In addition, Resolution No. 2100064 circularized via Memorandum Circular No. 11, s. 2021, amended certain provisions of the RACCS, specifically those pertaining to the administrative proceedings for SH complaints where the offender is a government employee.

Per MC No. 11, SH covers not only physical or verbal acts but also those done using technology. This may include unwanted sexual misogynistic, transphobic, homophobic, and sexist remarks and comments, committed whether publicly or through direct and private messages; invasion of victim’s privacy through cyberstalking and incessant messaging; uploading and sharing without the victim’s consent any form of media that contains photos, voice, or video with sexual content; and any unauthorized recording and sharing of any of the victim’s photos, videos, or any information online.

The coverage of sexual harassment was expanded to include those performed in streets and public spaces such as in alleys, roads, restaurants, malls, public washrooms, bars, and public utility vehicles. This includes catcalling; wolf-whistling; unwanted invitations; misogynistic, transphobic, and sexist slurs; persistent uninvited comments or gestures on a person’s appearance; and relentless request for personal details that are unwanted and threatens one’s sense of personal space and physical safety.

The Resolution also strengthens the role of the CODI in a government agency and averts possible delays in their investigation of complaints of sexual harassment. We believe that an active and working CODI would not only deter SH offenders but would also embolden victims to come forward and seek legal remedy.

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

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

As studies observe inequality and switching of gender roles, the CSC shall continue to usher in a better normal for the workplace to promote inclusivity and work-life balance.

GEDSI IN THE WORKPLACE

CSC highlighted empathy and “malasakit” in its recent policy issuances. We have issued policies on alternative work arrangements in 2020 as a response to the ongoing pandemic and the Flexible Work Arrangements in 2022 as part of the effort to transition from a state of public health emergency to the new normal. It serves as a preventive measure to safeguard the health, safety, and welfare of government officials and employees while ensuring the government’s continued operations and efficient delivery of public services.

With this policy in place, the CSC aims to improve work-life balance, encourage the adoption of information and communications technology (ICT) for remote work, and provide reasonable work arrangements for vulnerable employees such as senior citizens, pregnant women, immunocompromised individuals, or those recovering from sickness/injuries and issues of mobility. We gave government workers different options on fulfilling their roles both in the office and in their families or communities. Safe work spaces and compliance with occupational health and safety standards are ensured in the implementation of flexible work arrangements.

As a parallel policy to the Telecommuting Law of the private sector, the flexible work arrangement guidelines covering 1.8 million government employees regardless of the status of appointment, will certainly change the landscape of work in the country. The CSC is confident that greater flexibility will lead to increased productivity as the work environment becomes more responsive to employees’ unique individual needs.

The FWA has provided both our women and men with the flexibility they need to balance their responsibilities and their own health and safety.

EXECUTIVE LETTER

ADVOCATING GEDSI THROUGH LEARNING AND DEVELOPMENT

One of the most powerful tools we have in promoting GEDSI is learning and development. Now that everything is online, there are more opportunities to conduct or attend seminars on GEDSI and related topics, and reach out to more audiences than ever before.

In the CSC, officials and employees took the time for GEDSI learning and development opportunities. Last year, through the generosity of the Australia Awards and Alumni Engagement Program-Philippines (AAAEP-P), government employees participated in the specialization course on gender and disaster risk reduction and the short course on GEDSI mainstreaming, all delivered via digital platforms.

This year, lined-up are the GEDSI activities for ASEAN Member States such as the Review and Updating of the Gender and GEDSI Mainstreaming Toolkit; the ASEAN Workshop on Strengthening the Institutional Building Blocks for Implementing the Gender Mainstreaming Strategic Framework: Support to the ASEAN Cooperation on Civil Service Matters; and the Virtual Colloquium on Gender-Responsive Human Resource Policies and Program, among others. These are just some of the examples on how we could continue to capacitate ourselves in our collective GEDSI advocacy.

More importantly, we should also take the challenge of initiating L&D courses on GEDSI. Kudos to CSC CAR for organizing this GEDSI Summit 2023, and not losing momentum on your gender and development mainstreaming initiatives.

I hope more offices will also maximize the situation to advance important advocacies such as GAD, diversity, and inclusivity through L&D.

CONCLUSION

We see here that we have the policies, we have the structures, and we have the support needed to advocate and push for GEDSI in the Philippine bureaucracy, in our society, in the country. Let us not be fazed by the disruptions and new challenges brought about by our better normal as we cautiously emerge from the after effects of the COVID-19 pandemic.

Our work in continuously advancing gender equality, diversity and social inclusion does not stop here. Seeing and experiencing that there are still unequal power structures and disparities among gender relations, we all know that there is still work to be done.

While we continue to live our lives under this better normal, it is also time to create opportunities for a better workplace for our women and men. As we embrace change, we have to unlearn the limiting social constructs that dictated societal behavior affecting gender relations. This is an opportune time to shift our minds and practices away from stereotypes and gender biases. We are reminded by this health crisis that every person has the right to health and safety, regardless of gender and social status.

We, your CSC, is leading the call for the adoption of a gender responsive national recovery plan. It is high time for government agencies, from the national to the regional and even to the local government units, to heed this call.

I encourage everyone to continue pursuing the GEDSI advocacy, and understand the barriers that may prevent us from developing a gender responsive recovery plan. With technology at the tip of our fingers, we can embrace the new normal even in pushing for gender and development reforms in our areas of jurisdiction. Let us all make this phase of building back better inclusive of GEDSI initiatives.

Muli, magandang hapon sa lahat. Mabuhay kayo at mabuhay ang serbisyo publiko! •



CSC Chief calls for unity toward gender mainstreaming in the ASEAN Region



Participants of the two-day gender mainstreaming event entitled, "Strengthening the Institutional Building Blocks for Implementing the ASEAN Gender Mainstreaming Framework: Support to ACCSM."

Civil Service Commission (CSC) Chairperson Karlo A.B. Nograles called on delegates from the different ASEAN Member States (AMS) to work together toward achieving gender equality and greater inclusivity in the region.

In his opening remarks at the event entitled "Strengthening the Institutional Building Blocks for Implementing the ASEAN Gender Mainstreaming

Strategic Framework: Support to the ASEAN Cooperation on Civil Service Matters (ACCSM)", Nograles said, "May we all stand united toward ensuring an integrated, proactive, and gender responsive environment, as we start in our own respective organizations, moving outwards to the ASEAN Region."

The two-day event, conducted on 28 and 29 March 2023, was organized by the CSC through the Civil



Support ASEAN Member States' initiatives in strengthening national gender and age-disaggregated databases and analyses, including poverty and equity, and establish a reliable regional database for key sectors to support ASEAN policies and programmes.

Service Institute (CSI) and sponsored by the ASEAN-USAID Partnership for Regional Optimization within the Political-Security and Socio-Cultural Communities (PROSPECT). It was held at Belmont Hotel Manila, Pasay City and streamed online via Zoom, with attendees from the ACCSM and the ASEAN Committee on Women (ACW) of nine AMS, namely, Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Thailand, and Viet Nam, together with Timor-Leste.

The purpose of the event was to bring together the knowledge, inputs, and experiences of participants toward producing an Enhanced Gender Mainstreaming Toolkit that is responsive to Gender and Development (GAD) and Gender Equality, Disability, and Social Inclusion (GEDSI) concerns.

Nograles also said that, as prescribed in the ASEAN Socio-Cultural Community Blueprint 2025, the AMS are committed to “develop regional strategies and enhance institutional capacity for gender mainstreaming in ASEAN policies, programmes and budgets across pillars and sectors;” as well as to “support ASEAN Member States’ initiatives in strengthening national gender and age-disaggregated databases and analyses, including

poverty and equity, and establish a reliable regional database for key sectors to support ASEAN policies and programmes”.

“We can only be successful in fulfilling these commitments if we are dedicated and transparent to admit what’s lacking in our existing policies and systems, acknowledge what really needs to be done and to get rid of, and bravely move forward with concrete strategic plans that are inclusive, responsive, and fair,” Nograles added.

ACTIVITIES

During the two-day workshop, the participants were oriented on GAD and GEDSI concepts. Country delegates from Cambodia, Malaysia, Indonesia, and Philippines also shared their best practices and programs on gender mainstreaming in the public sector. Sessions were held to assess the Gender Mainstreaming Toolkit and identify areas for improvement in accomplishing the tool, as well as the gaps in deploying it to target users. There were also discussions on the strategic directions and specific actions to be taken, considering the gathered recommendations. •

LINGKOD BAYANI

President Marcos Jr. gives award to gov’t service exemplars

President Ferdinand R. Marcos Jr. conferred honor awards to government service exemplars during the awards rites on 8 March 2023 in Malacañang.

Six (6) recipients of the Presidential *Lingkod Bayan* and six (6) Civil Service Commission (CSC) *Pagasa* awardees were hailed for outstanding work performance, while ten (10) recipients of the *Dangal ng Bayan* Award were recognized for exemplary service and conduct.

Leading the 2022 awardees are workers who have made significant strides in the nation’s recovery from the COVID-19 pandemic. These are Professor 12/Executive Director Dr. Cynthia P. Saloma of the Philippine Genome Center (PCG) and the Cash Service Alliance Core Team (CSA) of the Bangko Sentral ng Pilipinas (BSP).

Dr. Saloma was recognized for laying the infrastructure for

genomics research in the country and the foundation by which genomic biosurveillance is now part of the arsenal for pandemic preparedness. With her leadership, PGC was able to provide the Inter-agency Task Force for the Management of Emerging Infectious Diseases with science-based genomics data critical for the whole-of-nation approach management of the COVID-19 pandemic.

Meanwhile, the BSP CSA Core Team was cited for creating CSA as a future-proof, responsive, and resilient initiative vital to the post-pandemic recovery of the Philippine economy. CSA is a strategic shift from heavy reliance on notes issued by the BSP toward ensuring adequate supply of cash in circulation in support of critical economic transactions.

They are two of six recipients of the Presidential *Lingkod Bayan* Award, which is conferred on an individual or group for exceptional or extraordinary contributions

resulting from an idea or performance that had a nationwide impact on public interest, security, and patrimony.

Completing the list of the Presidential *Lingkod Bayan* awardees are:

- Director IV/Scientist IV Dr. Dionisio D. Alvindia of the Philippine Center for Postharvest Development and Mechanization (PHilMech);
- Digital Onboarding System Team of the Land Bank of the Philippines;
- Persons With Disability Affairs Office of the Municipal Government of Carmona, Cavite; and
- STARBOOKS of the Science and Technology Information Institute, Department of Science and Technology.

Seven educators belong to the CSC *Pagasa* and *Dangal ng Bayan* Award categories, one of whom is Chief Education Supervisor Ailene B. Añonuevo of Schools Division of Panabo City, Department of

LINGKOD BAYANI



President Marcos Jr. with CSC Commissioners Lizada and Acosta with group awardees of the Presidential Lingkod Bayan: the Bangko Sentral ng Pilipinas Cash Service Alliance Core Team and Digital Onboarding System Team of the Land Bank of the Philippines.



President Marcos Jr. and CSC Commissioners Lizada and Acosta with awardees of the Outstanding Public Officials and Employees (Dangal ng Bayan).



President Marcos Jr. with CSC Commissioners Lizada and Acosta in a photo opportunity with group awardees of the Presidential Lingkod Bayan and CSC Pagasa awards.

Education, Davao del Norte. She was recognized for making education more accessible to indigenous peoples (IP). Her research on the alarming dropout rate of IP learners due to the distant location of their schools, as well as her dedication to initiate the project and establish partnerships with donors, led to the construction of *Balay Paglaum para sa Estudyanteng Lumad*. The facility is able to provide Grades 7 to 12 learners with temporary shelter as well as daily basic necessities.

- Bataan Peninsula State University's Community-Based Rice Mushroom Production Team, City of Balanga, Bataan; and
- Provincial Government of Davao De Oro's eGOV Technical Team, Nabunturan, Davao de Oro.

A *Dangal ng Bayan* awardee, Head Teacher I Ju-Im T. Jimlan of Tamalagon Integrated School, Tangalan, Aklan, was cited for upholding public interest, particularly student welfare, over and above personal interest. His painful experiences as a child growing up in Marawi motivated him to be the best teacher he can be knowing that education is a major factor in changing his students' life. He developed innovative teaching approaches and information materials such as *Tuklas-Aral*, *Bisita-Kumustahan*, *Modyul mo*, *Hatod Ko*, among others. He also pioneered the development of the Eco-School Toolkit, which promotes advocacies in science and environmental sustainability and protection.

Añonuevo received the *CSC Pagasa*, which is given to an individual or group of individuals for outstanding contributions that directly benefit more than one department of the government.

Joining her as recipients of the *CSC Pagasa* are:

- Professor VI Edward A. Barlaan of the University of Southern Mindanao, North Cotabato;
- Master Teacher I Pablita R. Cabarles of Manga National High School, Tagbilaran City, Bohol;
- Department Head I (City Health Officer) Dr. Fulbert Alec R. Gillego of the City Government of Legazpi, Legazpi City, Albay;

LINGKOD BAYANI

I am pleased to know that we have outstanding role models of professionalism who have steadfastly contributed to the realization of our common objectives in the Department.

We are sincerely grateful by your consistent demonstration of ethical and professional work and are truly proud to have you in our ranks. We hope that you can influence more educators and fellow government workers to serve with honesty, effectiveness, and excellence.

I offer you my well-wishes and heartfelt congratulations in this remarkable achievement. Together, let us persevere in our common mission to build better lives for young Filipinos.

Lahat – para sa Diyos, sa bayan, at sa bawat pamilyang Pilipino.

Shukran.

SARA Z. DUTERTE
VICE PRESIDENT OF THE PHILIPPINES
SECRETARY OF THE DEPARTMENT OF EDUCATION

MARCH 8, 2023

f @InDay Sara Duterte

t @indaysara

i @indaysaraduterte



The CSC opened the **2023 Search for Outstanding Government Workers**. All government workers in the career and non-career service, including appointive barangay officials, may be nominated. Posthumous nomination is also accepted for public servants who died in the line of duty or in the pursuit of their official duties and responsibilities. Job order or contract of service employees are excluded from the coverage of the program.

CSC Regional and Field Offices nationwide accepted nominations to the 2023 Search until 31 March 2023. Submission of nomination documents were done electronically. The guidelines, nomination procedures, and other details, are available on the CSC website at www.csc.gov.ph or bit.ly/2023HAPSearch.

Other *Dangal ng Bayan* awardees are:

- State Auditor IV Adeline P. Baarde of the Commission on Audit, Tuguegarao City;
- Social Welfare Officer III Georgina M. Bulasa of the Department of Social Welfare and Development Field Office VIII, Tacloban City;
- Elementary School Principal II Rowan L. Celestra of Buenavista Elementary, Sorsogon City;
- Administrative Assistant II Thea Maria Rica S. Del Rosario of the Department of Social Welfare and Development Regional Office III, City of San Fernando, Pampanga;
- Customer Associate Reymond D. Gonzales of the Land Bank of the Philippines Zamboanga Main Branch, Zamboanga City;
- Planning Officer II Adrian A. Jandusay of the Municipality of Sampaloc, Quezon;
- Librarian II Antonio L. Morada of the Department of Education Regional Office V Curriculum and Learning Management Division, Legazpi City;
- Teacher III Rizalina R. Nacpil of San Manuel Elementary School, Tarlac City; and
- Medical Specialist III Dr. Annie Claire B. Pekas of Luis Hora Memorial Regional Hospital, Bauko, Mountain Province.

The *Dangal ng Bayan* is conferred on an individual for performance of extraordinary act or public service and consistent demonstration of exemplary ethical behavior on the basis of adherence to Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees.

The annual Search for Outstanding Government Workers forms part of CSC's Honor Awards Program (HAP). For more details on this year's awardees, contact the HAP Secretariat through email at hapsecretariat@csc.gov.ph; or email the CSC's Contact Center ng Bayan at email@contactcenterngbayan.gov.ph or text 0908-881-6565.



President Marcos Jr. and CSC Commissioners Lizada and Acosta joined by this year's recipients of the CSC Pagasa award.



(from L to R) CSC Commissioner Aileen Lourdes A. Lizada, His Excellency, President Ferdinand R. Marcos Jr., and CSC Commissioner Ryan Alvin R. Acosta during the event recognizing the Philippines' Outstanding Government Workers.

LINGKOD BAYANI



President Ferdinand R. Marcos Jr. joined by CSC officials during the awards ceremony of public service exemplars on 8 March 2023 in Malacañang.

Speech by President Ferdinand R. Marcos Jr. for the Awards Rites of the 2022 Outstanding Government Workers



President Marcos Jr. joined by CSC Commissioners Lizada and Acosta during the Awards Rites of the 2022 Search for Outstanding Government Workers. Also with them were members of the Committee on Awards and the Honor Awards Program Secretariat Heads.

Thank you very much to our Commissioner, Commissioner Aileen Lizada.

CSC Commissioner Ryan Alvin Acosta; the awardees of the CSC *Pagasa Award*, *Dangal ng Bayan*, and Presidential *Lingkod Bayan Award*, this is your day and this is the time that we recognize the good work that you have done for our people; officials and staff of the Civil Service Commission; my fellow workers in government; ladies and gentlemen, *magandang umaga po sa inyong lahat*.

It is indeed an honor to join you today to recognize the exemplary individuals who have gone above and beyond their calling to create a lasting impact in the government and in society.

We all know the great responsibility and accountability that come with being a public servant.

Whatever one's rank is or employment status may be, being in the government entails espousing patriotism, integrity, excellence in every single task, and a deep and passionate love of country.

Because we function to put people's interests ahead of our own, we are required to have a character so grounded in our most essential values and principles that not even the slightest promise of wealth or influence could ever sway us.

With that said, I would like to point out two things in relation to our event today:

First, a career in government is not necessarily for everyone.

To wholeheartedly give yourself real and selfless service day by day is an investment that only some can afford.

And that leads me to my second point: Your achievements are indeed remarkable, and it is only right that you are bestowed the distinction and incentives that you deserve.

So allow me to first convey my gratitude to the Civil Service Commission—all your leaders and employees—for holding this annual event.

The painstaking process that you go through to give outstanding individuals their due recognition is much appreciated, as this encourages workers from across our many



President Marcos Jr. awards the Presidential Lingkod Bayan plaque to Bangko Sentral ng Pilipinas (BSP) Cash Service Alliance Team Leader Ralph William C. Meris. Looking on were CSC Commissioner Lizada and the rest of the BSP Team

government agencies to remain steadfast in fulfilling their oaths to the public.

And now, to our awardees: Allow me to congratulate you on this recognition that proves that you have gone the extra mile in carrying out your mandates, making you agents of progress and sources of inspiration in your respective sectors and communities.

For this and for all the positive impact that you brought with your service, you deserve a thunderous round of applause.

Noong ibinibigay ko ang kanilang award sa ating mga butihing awardee ay sila'y nagpapasalamat sa akin at sinasabi, "Thank you, Mr. President." Kami ang magpapasalamat sa inyo dahil hindi lamang ang inyong Pangulo, kung hindi ang buong madlang Pilipinas ay nagpapasalamat sa serbisyo na ibinibigay ninyo.

Karapat-dapat lamang na kilalanin kayo dahil kayo ay hindi naman – tahimik lang na nagtatrabaho. Hindi

sinisigaw ang inyong sakripisyo, hindi ipinagamalaki ang inyong sipag.

Ngunit dapat kilalanin pa rin 'yan kaya't I congratulate you, not only for your award, but I congratulate you for the service that you have given the Filipino people.

You have clearly demonstrated that a compassionate and genuine heart lies at the center of your efforts.

Let this occasion be a reminder to all government workers that a service rooted in compassion and love for country and its people is indeed possible.

May the examples of our awardees inspire everyone not only in government, everyone in the Philippines, to actively participate in our efforts to attain the national development agenda.

And may the celebration today be a resounding call for all of us to embrace our role in uplifting the lives of every Filipino.

We are privileged to be freely given the trust of the nation, for public office is a public trust. So, let us repay that confidence by serving them with utmost responsibility, efficiency, and honesty.

And as we remain true to our calling—just as our awardees have exhibited in their ways—we will be rewarded with the promise of a better and more inclusive Philippines for all.

Again, my warmest congratulations to our awardees.

And I believe that this day is your day and this day you should be recognized for the good work that you have done and I am honored to be here with you and to be with these great public servants who have shown that public service is a service that we do out of love of country and love of our fellow Filipinos.

Maraming salamat po at mabuhay kayong lahat!

Source: PCO-PND (Presidential News Desk)

LIVE LunChat with CSC

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

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

WINNERS OF THE 2022 SEARCH FOR OUTSTANDING GOVERNMENT WORKERS

JANUARY EPISODE

The episode featured winners of the 2022 Search for Outstanding Government Workers: Dangal ng Bayan awardee, Georgina M. Bulasa, Social Welfare Officer III from the Department of Social Welfare and Development Regional Office VIII; and CSC Pagasa awardee, Dr. Fulbert Alec R. Gillego, City Health Officer from the City Government of Legazpi, Albay.

Ms. Bulasa and Dr. Gillego shared their community projects and initiatives that paved the way to winning the 2022 Search.

Short URL : <https://tinyurl.com/4cfn3jit>

Watch Now!

KUWENTUHAN WITH 2022 DANGAL NG BAYAN AWARDEE, ANTONIO L. MORADA

FEBRUARY EPISODE

In this episode, Mr. Antonio L. Morada, Librarian II from the Department of Education Regional Office V, Legazpi City, talked about some of his notable community projects, "Shelter for Learners" and "Bike for Learners".

Morada is a recipient of the 2022 Dangal ng Bayan Award.

Short URL : <https://tinyurl.com/37nbbn42>

Watch Now!

FAQS ON EXPANDED MATERNITY LEAVE LAW AND KUWENTUHAN WITH 2022 DANGAL NG BAYAN AWARDEE, RIZALINA R. NACPIL

MARCH EPISODE

The episode focused on women in government service as the CSC participated in the National Women's Month celebration.

2022 Dangal ng Bayan awardee, Ms. Rizalina R. Nacpil, a Teacher III from San Manuel Elementary School, Tarlac City, shared some of her projects and initiatives that significantly helped families in her community.

Director III Sheila G. Acuña of the CSC Human Resource Policies and Standards Office also shed light on frequently asked questions about the Expanded Maternity Leave Law.

Short URL : <https://tinyurl.com/38tkr65v>

Watch Now!

LINGKOD BAYAN DIARIES

AN ANTHOLOGY OF CIVIL SERVANTS' STORIES



JANUARY

"Sabi nga ng inoperahan namin dito - with the technique na dito dinevelop, the keyhole surgery - Maraming salamat ho, doktor. Dahil sa PGH, bumalik ang tiwala 'yung tiwala namin ulit sa gobyerno. So I think that's the role of an agency like PGH, to bring back the trust [in government] by giving out the services that people are working for." - Dr. Gerardo Dizon Legaspi

Many trust the Philippine General Hospital (PGH) in terms of providing quality and affordable medical care services and world-class education and training. Currently at the hospital's helm is its director, Dr. Gerardo D. Legaspi, whose gargantuan mission is to ensure not only that PGH's services remain accessible to all Filipinos, but also that it is able to provide tertiary care at par with its counterpart hospitals.

Dr. Legaspi also led PGH, together with its Crisis Team, through one of the toughest public health crises as it served as one of the three COVID-19 referral centers in Metro Manila, all while protecting the medical and non-medical staff, and supporting efforts to increase public confidence in vaccines.

Watch the story of PGH Director Dr. Gerardo D. Legaspi, 2021 Presidential *Lingkod Bayan* Awardee, in January's episode of *Lingkod Bayan Diaries: Katangi-tanging Kawani*.

Short URL: <https://tinyurl.com/353w9r6d>



Watch Now!



FEBRUARY

"Marami akong pangarap sa buhay - makatulong sa kapwa ko empleyado, makatulong sa bayan. Hangga't may naniniwala sa akin na mga kasamahan ko sa trabaho, mga boss ko na nagtitiwala sa akin, patuloy akong magtatrabaho nang maayos, tapat sa serbisyo." - Mr. Benito Ong, Administrative Aide IV, Commission on Audit

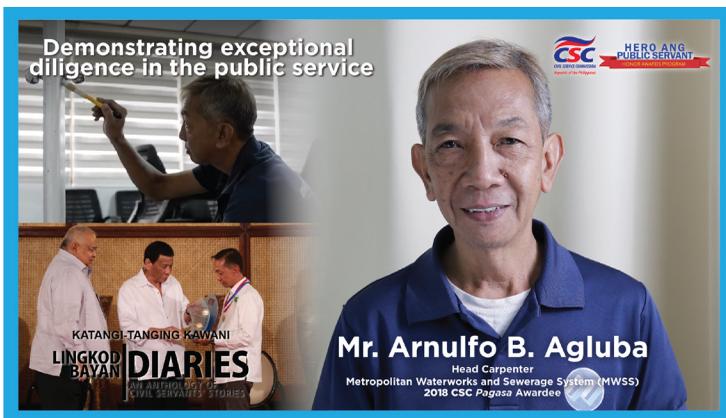
For Mr. Ong, one need not be limited by his/her rank or position on the job. Whatever skills or knowledge one may have can be share and contributed in order to improve government's services to the public.

Hear more from Mr. Benito Ong, 2020 *Dangal ng Bayan* Awardee, in February's episode of *Lingkod Bayan Diaries: Katangi-tanging Kawani*.

Short URL: <https://tinyurl.com/4mw9c5d2>



Watch Now!



MARCH

"Ang epekto ng aking mga nagawa, mas lalong naging maayos (tingnan) ang aming opisina. Maraming lumalapit sa'kin ngayon, nagtatanong kung ano raw (ang) magandang paraan para mas makatipid sa materyales."

Aside from Mr. Agluba's impeccable carpentry skills, he's also appreciated for performing related jobs in the MWSS. He has done driving, painting, wood carving, wiring and cabling, plumbing and the overall maintenance for all these works. His dedication in going the extra mile at work makes him an embodiment of a *lingkod bayani*.

Learn the story of Mr. Arnulfo B. Agluba, 2018 CSC *Pagasa* awardee, in March's episode of *Lingkod Bayan Diaries: Katangi-tanging Kawani*.

Short URL: <https://tinyurl.com/bb8f33ct>



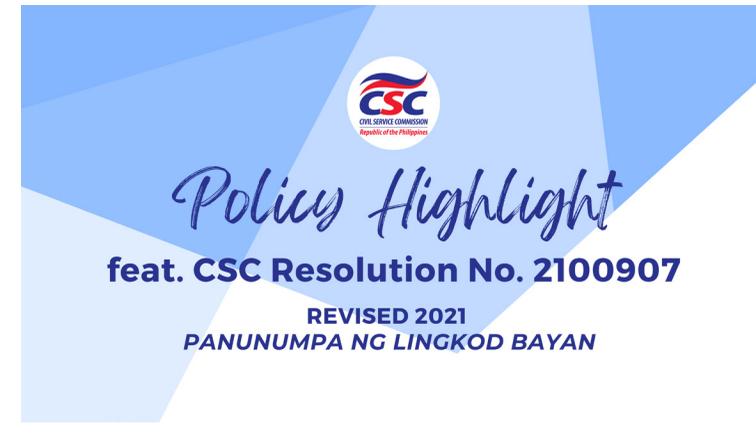
Watch Now!



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

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

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



JANUARY

The CSC launched the new *Panunumpa ng Lingkod Bayan* in September of 2021 during the celebration of the Philippine Civil Service Anniversary. The *Panunumpa* is an oath that is regularly recited by civil servants during flag raising ceremonies.

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

<https://tinyurl.com/ynufbykb>



Watch Now!



FEBRUARY

The CSC has promulgated the implementing rules and regulations (IRR) granting night shift differential pay to government employees.

The night shift differential pay shall be at a rate not exceeding 20 percent of the hourly basic rate of the employee, as authorized by the head of the agency. In the case of public health workers, the rate shall not be lower than 10 percent of their hourly basic rate.

<https://tinyurl.com/3xa5nske>



Watch Now!



MARCH

The 105-Day Expanded Maternity Leave Law (RA 11210 or EML) provides the updated policy on maternity leave that cover females who are workers in the private and public sectors, workers in the informal economy, voluntary contributors to the Social Security System, and national athletes. It likewise grants a woman the option to allocate up to seven days of paid maternity leave to her child's father or an alternate care giver.

<https://tinyurl.com/yf4e6333>



Watch Now!

CSC - Civil Service Institute COURSE OFFERING



COMPETENCY-BASED HUMAN RESOURCE SYSTEM

This course shall introduce the participants to the principles, processes, and practices of effectively developing Competency-based Human Resource Management System (CBHRMS) as a strategy toward integrating the HR functions of Recruitment, Selection and Placement, Learning and Development, Performance Management, Rewards and Recognition, and Human Resource Planning, as required in the Maturity Level 3 of the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM).

The course will run on 11, 13, and 18 April 2023.

PROGRAM/COURSE DESIGN AND DEVELOPMENT

This 2-day course aims to introduce the basic concepts and principles of program/course designing in the context of key Learning and Development (L&D) models and frameworks. This takes into consideration the importance of the principles and conditions for learning in Adult Education. Specifically, this course is geared toward developing/enhancing participants' technical competencies in instructional design. Course sessions will use a mix of learning methodologies that will enable participants to interact during group work activities to produce the expected outputs per session.

The course will run on 12 and 14 April 2023.

FORMULATING VALUES POLICY GUIDELINES

This workshop emphasizes the relevance and significance of formulating/crafting the Policy Guidelines that will strengthen the Agency's Core Values. The workshop shall use synchronous and asynchronous application of relevant principles, concepts, and strategies to help them implement the guidelines efficiently and effectively.

The course will run on 13 and 19 April 2023.

ONLINE LEARNING: FACILITATING LEARNING THROUGH TECHNOLOGY

Online learning gives L&D practitioners unprecedented flexibility, making it possible to reach participants especially with the current realities. But as designers and facilitators, they must adapt their programs and delivery styles in order to be effective in this new medium.

The course will run on 13, 19, and 21 April 2023.

MANAGER'S ROLE IN CAPACITY BUILDING

The course highlights the role of managers in developing competent, engaged, and high performing workforce. It will guide managers in drafting an Office Development Plan for their units and planning its effective implementation.

The course will run on 18 and 20 April 2023.

PUBLIC SERVICE VALUES PROGRAM (PSVP)

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

The course will run on 21 April 2023.

EMOTIONAL INTELLIGENCE AND LEADERSHIP

This program aims to develop leadership self-awareness and discover how to strengthen emotional intelligence as leaders through a concrete Emotional Intelligence Self-Development Action Plan.

The course will run on 12 and 14 April 2023.

LEADERSHIP IN THE DIGITAL ERA

This workshop aims to enable participants to appreciate and embrace digital leadership especially in transitioning to the new normal toward strategic leadership and management and organizational transformation.

The course will run on 19 and 21 April 2023.

STRATEGIC HROD SERIES 2: HR ANALYTICS

In this forum, participants will be presented with real life case scenarios from HR, showcasing the transformational effect of people analytics in this age of big data. Sharing from successful organizations of their journey in applying HR analytics will inspire government HR leaders and practitioners to maximize use of big data, and hopefully champion for data driven HR.

The course will run on 25 April 2023.

REGISTER NOW!
csi.csc.gov.ph



CSC
IN ACTION

ULAT BAYAN
WEEKEND

Alamin ang mga programa, polisiya, at serbisyo ng Civil Service Commission kasama si **Chairperson Karlo Nograles** sa **CSC in Action** segment ng PTV Ulat Bayan Weekend tuwing Sabado, 6 p.m. to 7 p.m.



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