

THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI

Volume 65 No. 3

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124th **PHILIPPINE**
CIVIL SERVICE ANNIVERSARY



Pursuing Sustainable Management for a Future-Ready Civil Service



Citizen's Guide

Ten gov't agencies recognized for swift feedback, complaint resolution

Outlook

Public service exemplars added to the league of *lingkod bayani*

HR Spotlight

CSC Resolution No. 2400721: Workplace Cancer Control Policy in the Public Sector

Executive Letter

Shaping the Future of HR in the Public Sector: Integrating Values, Competencies, and Well-Being

Your direct line to efficient public service

REPORT THE FOLLOWING VIOLATIONS

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

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

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

(a) 1ST OFFENSE

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

(b) 2ND OFFENSE

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

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

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

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bayan.gov.ph**

**www.facebook.com/
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Tagapangulo Karlo
A. B. Nograles para
sa Pagdiriwang ng
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Mensahe ni Tagapangulo

KARLO A. B. NOGRALES

para sa Pagdiriwang ng ika-124 Anibersaryo ng Serbisyo Sibil ng Pilipinas



Ang taunang pagdiriwang ng anibersaryo ng Serbisyo Sibil ng Pilipinas ay naglalayong kilalanin ang paglilingkod ng mahigit dalawang milyong lingkod bayan at bigyan ng pagpapahalaga ang kanilang kontribusyon sa pagtulong sa pagpapabuti ng kalidad ng buhay ng bawat Pilipino at sa patuloy na pag-unlad ng ating bansa.

Sa diwa ng pagkakaisa at pagpupugay, kasama ang buong Komisyon sa Serbisyo Sibil, ipinaaabot namin ang mainit at taos-pusong pagbati sa pagdiriwang ng ika-isandaan at dalawampu't apat na taong anibersaryo ng pagkakatatag ng burukrasya ng Pilipinas. Ang mahalagang okasyong ito ay nagsimula noon pang 1900 sa bisa ng Public Law No. 5 at pinagtibay ng Presidential Proclamation No. 1050, series of 1997 na nagde-deklara sa buwan ng Setyembre bilang Civil Service Month.

This year, we still carry the ten-year overarching theme of the anniversary, "Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes," with the thematic focus on sustainable management for the achievement of a future-ready civil service. Mahalagang patuloy tayong maghanda upang makahabol sa mabilis na pagbabago ng mundo at ng teknolohiya. Ang paksang sustainable management ay nakahanay din sa aspirasyon at layunin ng AmBisyon Natin 2040—isang bansa kung saan ang mamamayan ay nagtatamasa ng matatag, maginhawa, at panatag na buhay.

Kaugnay ng temang ito ay ang aking panawagan sa lahat ng mga kasamahanan nating nasa gobyerno na suportahan ang mga programang naglalayong mapabuti at mapahusay ang ating serbisyo sa pamamagitan ng digitalisasyon. Ang ating pagyakap sa makabagong teknolohiya at pamamaraan ay

magdudulot ng mas epektibo at mas maginhawang serbisyo para sa lahat. For the civil service to be fully sustainable, it must have a digitally competent workforce proficient in the use of data and technology in work, in life, in the service, and in contributing to national development.

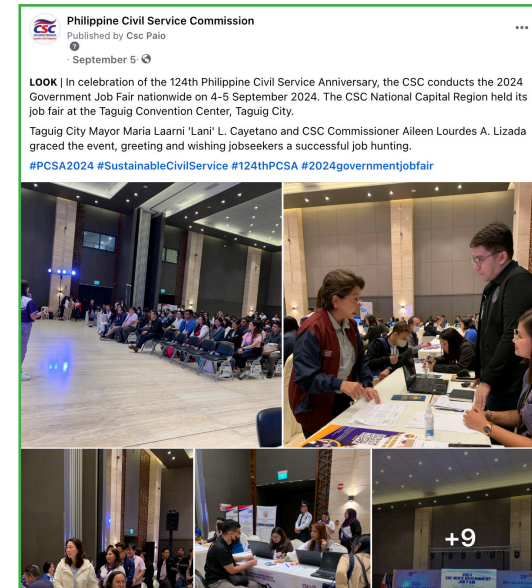
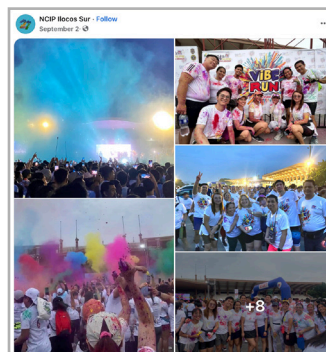
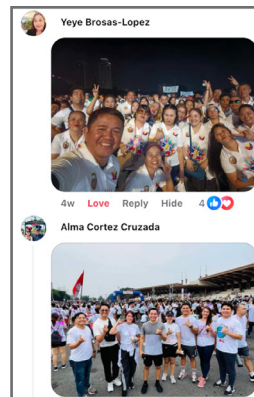
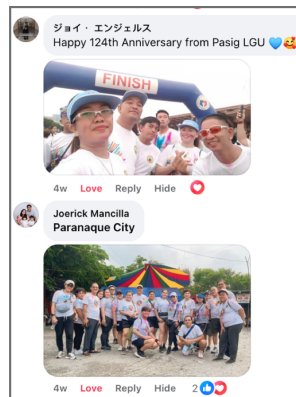
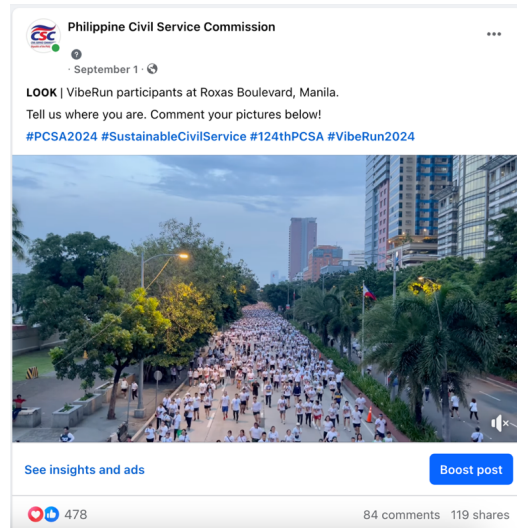
Umaasa ako ng aktibong pakikibahagi ng lahat sa mga aktibidad na inihihanda ng Komisyon sa Serbisyo Sibil at ng iba't ibang ahensiya ng pamahalaan sa lahat ng rehiyon at iba't ibang lalawigan upang gunitain ang ika-124th Philippine Civil Service Anniversary. Sa inyong pakikiisa ay maisasakatuparan natin ang layunin ng pagdiriwang na ito—ang kilalanin at ipagmalaki ang kabayanihan, kahusayan, at katapatan sa tungkulin ng mga lingkod bayan ng pamahalaan.

Muli, maligayang pagdiriwang ng PCSA! Mabuhay kayo at mabuhay ang serbisyo sibil ng Pilipinas!

PUBLIC DOMAIN

CSC Question of the Day #QOTD is a series of questions posted on CSC's Facebook Page and Instagram. The questions are mostly work-related, aligned with CSC's activities and programs, and the current

month's thematic focus. The purpose of #QOTD is to engage CSC social media followers in meaningful discussions, conveying ideas, and sharing of experiences through the comments section; the CSC asks, the followers answer.



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 by scanning the QR code 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
 - ☐ 35-44
 - ☐ 45-54
 - ☐ 55-64
 - ☐ 65+
- Gender:
 - ☐ Female
 - ☐ Male
 - ☐ LGBTQ+
 - ☐ Prefer not to say
- Location
 - ☐ National Capital Region
 - ☐ Region I - Ilocos Region
 - ☐ Region II - Cagayan Valley
 - ☐ Region III - Central Luzon
 - ☐ Region IV A – CALABARZON
 - ☐ Region IV B – MIMAROPA
 - ☐ Region V - Bicol Region
 - ☐ Region VI - Western Visayas
 - ☐ Region VII - Central Visayas
 - ☐ Region VIII - Eastern Visayas
 - ☐ Region IX - Zamboanga Peninsula
 - ☐ Region X - Northern Mindanao
 - ☐ Region XI - Davao Region
 - ☐ Region XII – Soccsksargen
 - ☐ Region XIII – Caraga
 - ☐ CAR - Cordillera Administrative Region
 - ☐ BARMM – Bangsamoro Autonomous Region in Muslim Mindanao
- Government employee?
 - ☐ Yes
 - ☐ No

FOR GOVERNMENT EMPLOYEES:

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

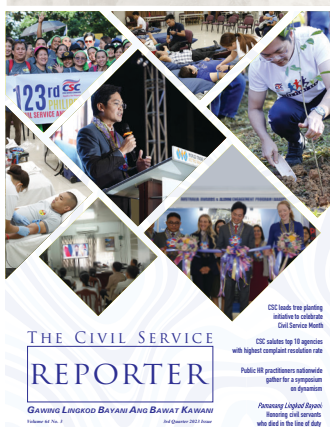
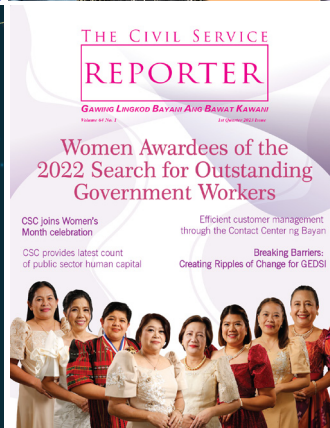
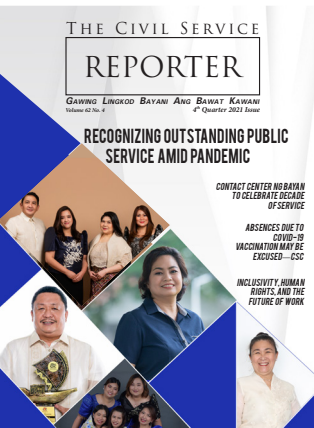
FOR NON-GOVERNMENT EMPLOYEES:

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

READERSHIP

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

Other comments/suggestions:



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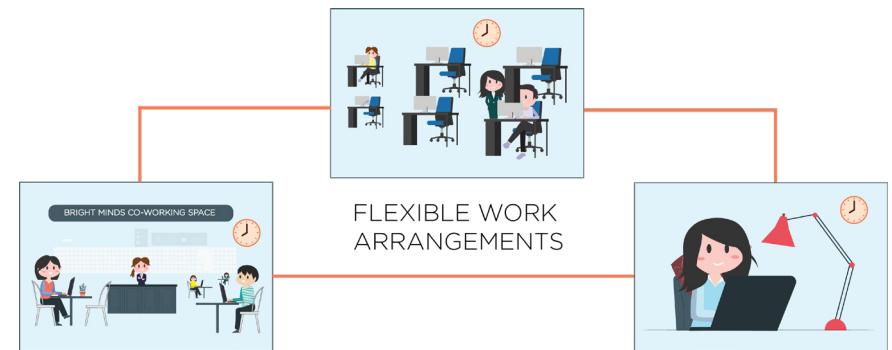
THE CIVIL SERVICE
REPORTER
GAWING LINGKOD BAYANI ANG BAWAT KAWANI

CSC adopts flexible work arrangement, commits uninterrupted frontline service

The Civil Service Commission (CSC) has introduced a hybrid work arrangement for its Central and Regional Offices across the country, consisting of four days onsite and one day remote each week, effective 1 August 2024.

CSC Chairperson Karlo Nograles announced that, in accordance with CSC Resolution No. 2400579 which outlines the Internal Guidelines on the Adoption of Flexible Work Arrangements (FWA) issued on 10 July 2024, all CSC officials and employees are encouraged to observe Friday as the uniform remote day in the Central and Regional Offices while ensuring continuous delivery of external frontline services from Monday to Friday, from 8 a.m. to 5 p.m.

"As the central human resource (HR) agency of the government, the CSC is committed to leading the way in adopting sustainable HR management practices that contribute to climate change mitigation measures. At the same time, we shall set an example



by ensuring that the service provided to our stakeholders and the general public remains uninterrupted, even amidst the hybrid work arrangement," said Chairperson Nograles.

He stated that offices delivering frontline services to the public will maintain onsite staff from Monday to Friday to ensure uninterrupted public service during official work hours.

External frontline service providers at the CSC Central Office include the Integrated Records Management Office, Information and Communications Technology Office, Public Assistance and Information Office, Office for Financial and Assets Management, Office for Legal Affairs, and the Examination, Recruitment, and Placement Office..

Meanwhile, the CSC Regional Offices shall determine their external frontline staff.

The CSC's Internal Guidelines on FWA is in line with the CSC Resolution No. 220209 or the Policies on Flexible Work Arrangements in the Government promulgated on 18 May 2022 and circularized via CSC Memorandum Circular No. 6, s. 2022. These guidelines aim to institutionalize suitable work arrangements for government officials and employees while ensuring the protection of their health, safety, and welfare.

Additionally, the new policy aligns with the government's Energy Efficiency and Conservation Measures outlined in the Government Energy Management Program. Specifically, the Inter-Agency Energy Efficiency and Conservation Committee Resolution No. 7, s. 2023 advocates for the implementation of FWA in government entities "to minimize the impact of steep global prices of petroleum products, reduce the consumption of both electricity and fuel of the whole government, and alleviate traffic congestion."

Under the CSC FWA policy, CSC officials and employees may avail of the FWA and render 40 hours of service in a week regardless of employment status: permanent, temporary, coterminous, casual, and contractual. The FWA also applies to contract of service and job order workers, in accordance with the provisions allowed in their contracts and existing accounting, budgeting, and auditing rules and regulations.

"We are optimistic that this policy will uplift the morale and boost the productivity of CSC employees by providing reasonable work arrangements that facilitate work-life balance. Additionally, we hope this will inspire other government agencies to appreciate the benefits of a hybrid work setup in driving employee well-being and performance," added Chairperson Nograles. ®

CCB, partner gov't agencies achieve 99.90% resolution rate in first half of 2024

From January to June 2024, the Contact Center ng Bayan (CCB) facilitated 103,782 customer feedback and successfully resolved 103,681, representing a 99.90 percent resolution rate in collaboration with its partner government agencies.

The feedback received by the CCB consisted primarily of queries, accounting for 98.20 percent of total submissions. Additional categories included requests for assistance at 1.11 percent, complaints at 0.58 percent, commendations at 0.09 percent, and suggestions at 0.02 percent.

Civil Service Commission (CSC) Chairperson Karlo Nograles noted that this high resolution rate signifies the improved public assistance provided by government agencies. This development aligns with the objectives of Republic Act No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

"This impressive achievement in addressing citizen feedback reflects our strong commitment to advancing public service and demonstrates the effective collaboration between the CCB and our government partners. We will remain proactive in following up on the remaining cases to ensure that all concerns are fully addressed," he added.

Of the total transactions, 1,783, or 1.72 percent, involved complex issues that were forwarded to other government agencies. In contrast, 95,801 transactions, accounting for 92.31 percent, were simple concerns handled directly by CCB action officers. The remaining 6,198 transactions, representing 5.97 percent, consisted of follow-ups, replies, and additional inquiries, all of which were logged and updated in the CCB database.

RESOLVING COMPLAINTS

Complaints on government agencies accounted for only 0.58 percent of the total number of customer feedback received within the first semester of 2024. The CCB referred a total of 543 complaints to government agencies, resulting in a collective resolution rate of 91.16 percent, with 495 complaints acted upon. Partner government agencies also achieved a compliance rate of 80.11 percent, with 435 out of 543 complaints responded to within three working days, as of 30 June 2024.

The Social Security System, the Department of Social Welfare and Development, and the Philippine National Police each achieved a complaints resolution rate of 100 percent, the highest among all agencies.

The most common customer complaints include slow processing times, unresponsiveness to

requests, unclear procedures, discourteous behavior, and a lack of attention to clients during office hours.

ACCESS MODES

The CSC Facebook Page remains to be the most popular access mode since last year, with 54.65 percent or 56,721 transactions of feedback being received through this platform as of June 2024. Email follows as the second most used method, representing 32.62 percent or 33,855 transactions. Customers have also shown a preference for digital channels, with SMS accounting for only 11.19 percent, or a total of 11,613 transactions.

Non-digital methods contributed to a minimal portion of the total transactions, with printed mails comprising 0.32 percent, feedback from walk-in customers at 0.17 percent, and referrals from the Citizens' Complaint Hotline 8888 making up 0.09 percent. Together, these non-digital channels accounted for the remaining 0.78 percent of transactions.

CUSTOMER SATISFACTION

The CCB attained an overall satisfaction rating of 95.11 in the first half of 2024, as reflected in the CSC's Customer Feedback Satisfaction Survey. This survey assesses customer satisfaction based on eight quality dimensions such as responsiveness, reliability and quality of service, access and facilities, communication, costs, integrity, assurance, and outcomes.

Majority of the customers commended CCB for prompt resolution of concerns, better communication options with the facility, and the facility's collaboration with government agencies. 📍



CSC Chairperson Karlo Nograles and Commissioners Aileen Lourdes Lizada and Ryan Alvin Acosta unveil the CSC Learning Management System's microlearning sessions and CSDEx during the 2024 LHRs.

Leaders, HR practitioners attend biggest gathering on adaptability

The Civil Service Commission (CSC) launched its new microlearning courses on the CSC Learning Management System (LMS) during the 2024 Leaders & HR Symposium (LHRs), held on 24-25 September at the Philippine International Convention Center and online.

CSC Chairperson Karlo Nograles, along with Commissioners Aileen Lourdes Lizada and Ryan Alvin Acosta, introduced the microlearning courses, a key

addition to the CSC-LMS, which offers civil servants flexible, concise training accessible anytime and anywhere. This initiative supports continuous professional development for government employees.

The CSC also launched the Civil Service Digital Exam (CSDEx), a digital mode of taking the civil service examinations that will complement the Pen-and-Paper Test mode, and shall eventually replace the existing Computerized Examination (COMEX). Developed in partnership with the University of the Philippines Open University, CSDEx is a cloud-based high-stake examination platform, which strictly adheres to the Philippine Government's Cloud First Policy of the Department of Information and Communications Technology.

Themed "Adapt Beyond Limits," the two-day symposium gathered over 3,000 participants and focused on leadership, human resource management, and organizational development.

The 2024 LHRs included plenary sessions featuring prominent

leaders and experts who emphasized the need for adaptive leadership to address challenges such as digital transformation, talent retention, and organizational resilience. Concurrent sessions, on the other hand, covered a wide range of topics, including emotional resilience, artificial intelligence and ethics, and inclusive leadership.

In his closing remarks, Chairperson Nograles expressed his appreciation to all the attendees, guests, speakers, and CSC's partners and sponsors for their support, which guaranteed the success of the event.

He also enjoined participants to take action on the learnings gained during the symposium, stating, "For the past two days, we navigated through insights and strategies, and we shared our experiences as public servants dedicated to leading with adaptability and resilience in our rapidly changing world. Adaptability is a journey, not a destination. The lessons we've learned should propel us forward to build more resilient, agile, and forward-thinking public institutions."

(continued on page 14)

Leaders, HR practitioners ... from page 13



Government leaders and HR practitioners attend the 2024 LHRS to keep abreast with the latest HR trends and best practices.



CSC Commissioner Aileen Lourdes A. Lizada (center) and Assistant Commissioner Judith Dongallo-Chicano (left) award the certificate of appreciation to Dr. Moya Collett, Deputy Head of Mission, Australian Embassy in the Philippines (right).

Baguio City Mayor Benjamin B. Magalong, Broadcast Journalist Ces Orena-Drilon, and Program Director Milalin S. Javellana of Australia Awards and Alumni Engagement Program-Philippines discuss the adaptive capacity of the Philippines across various sectors.



Line-up of concurrent session speakers during the first day of the 2024 LHRS

Participants will receive certificates for 16 training hours and may enroll in a free microlearning session via the CSC-LMS until 2 October 2024. ®

CSC bares results, topnotchers of BCLTE, FOE, POE held in June

The Civil Service Commission (CSC) has released the list of passers in the Basic Competency on Local Treasury Examination (BCLTE), Fire Officer Examination (FOE), and Penology Officer Examination (POE) held simultaneously on 2 June 2024.

CSC Chairperson Karlo Nograles announced that 8,493 individuals have been added to the roster of eligibles, comprising 938 passers for BCLTE, 5,566 for FOE, and 1,989 for the POE. These passers represent 11.09 percent, 65.54 percent, and 23.43 percent of the total number of examinees for each respective exam.

"We extend our heartfelt congratulations to the 8,493 new eligibles from this batch of examinations. These eligibilities open doors for you to pursue relevant positions, and we eagerly anticipate welcoming you as fellow public servants dedicated to providing timely and high-quality service in your respective fields," said CSC Chairperson Karlo Nograles.

Jaylie Christ Patlunag from Northern Mindanao topped the

FOE with a rating of 95.34, while John Carlo Plaza from Southern Tagalog led the POE with a rating of 93.25.

For the BCLTE, Jose Bechaida from the Bicol Region, Renelyn Gamasan from Southern Tagalog, and Alyssa Faith Rivero from Western Visayas all ranked first with a rating of 93.77.

Completing the list of top passers for the FOE are Reymond Borbe (Bicol Region) with 94.79; Reynold Jay Bahunsa (Northern Mindanao) and Pantaleon Cadao (Central Visayas) with 93.42; Joerie Suboc (NCR), Sahlee Illut (Central Visayas), and Francis Christian Conde (Bicol Region) with 93.15; and Ralph Emil Zenarosa (Bicol Region), Tricia Mae Baleros (Southern Tagalog), and Joey Boy Moog (Southern Tagalog) with 92.88.

For the POE, Plaza was followed by Zedny Immatong and Emmanuel Bacud (both from CAR) with 92.99; El-din Hazraf Hadjinor (SOCCSKSARGEN) with 92.73; Mark Joseph Calixton (SOCCSKSARGEN), Fe Rosello (Eastern Visayas), and Cathryn Joy Antonio (Southern Tagalog) with 92.47; Febie Gel Dagson (CAR) with 92.21; Marivic Pastor (Cagayan Valley) with 91.95; and Lourreyn May Porquiado (Davao Region) and Danica Cenita (Bicol Region) with 91.43.

The top passers for the BCLTE are as follows: Christian Guspud from Cagayan Valley with a score of 93.44, Edward Vange Arriba from Davao Region with 92.79, and Renmar Dasco from Bicol Region, Jocelyn Sisperez from Southern Tagalog, and Rhel Suarez from Davao Region, all with 92.46.

Additionally, Melissa Constantino from the National Capital Region, Ezekiel Escol from Caraga, and Ann Stephanie Serrano from Southern Tagalog each achieved a score of 92.13.

Meanwhile, the regional profile showed that the most number of Fire Officer passers and BCLTE passers are from Southern Tagalog, accounting to 11.30 percent and 13.33 percent, respectively, while 16.39 percent of POE passers are concentrated in the NCR.

The complete list of successful examinees of the 2 June 2024 FOE, POE, and BCLTE may be accessed at the CSC website at <https://csc.gov.ph/>.

Passers may claim their Certification of Eligibility through the CSC Regional/Field Offices. Individuals are advised to verify first with the CSC Regional or Field Office concerned the availability of, and the requirements and procedure in claiming, their Certification of Eligibility.

Alternatively, examinees, whether passed or failed, have the option to generate their individual ratings using OCSESGS or the Online Career Service Examination Result Generation System.

The CSC explained that the Fire Officer Eligibility and the Penology Officer Eligibility are both second level eligibilities that are specific and appropriate for second level ranks in the fire protection and jail management and penology services, respectively, and other functionally related services. The appropriateness of these eligibilities, though, does not include ranks under the Philippine National Police.

On the other hand, the Local Treasurer Eligibility is a second level eligibility specifically appropriate for appointment to Local Treasurer and Assistant Local Treasurer positions, and to positions under the Financial Services in the civil service, except those requiring practice of profession or are covered by Bar/Board and special laws. ®



CSC Chairperson Karlo A. B. Nograles, together with Biñan City Mayor Arman R. Dimaguila Jr., Vice Mayor Angelo B. Alonte, Laguna Lake Development Authority Acting General Manager Senando A. Santiago, and participants from the National Capital Region and Region 4, plant their saplings at Dalampasigan Forest Park, Brgy. Malaban, Biñan, Laguna on 16 September 2024.



Government workers from various agencies nationwide plant seedlings during the Tree-growing For-a-Cause activity for the 124th PCSA celebration.

CSC, DENR lead Tree-Growing For-a-Cause nationwide

During the *Linggo ng Malasakit sa Kalikasan* of the 124th Philippine Civil Service Anniversary (PCSA), the importance of fostering our country's natural resources was highlighted.

The Civil Service Commission (CSC) partnered with the Department of Environment and Natural Resources (DENR) in conducting Tree-Growing For-a-Cause: *Malasakit*

sa Kalikasan, Malasakit sa Lingkod Bayani on 15-21 September 2024.

The activity aimed to contribute to climate change mitigation, promote environmental stewardship, and raise funds for the CSC's *Pamanang Lingkod Bayani* (PLBI) program, which supports families of civil servants who have lost their lives in the line of duty.

In Western Visayas, CSC Regional Office VI and its Field Offices (FO), together with the Provincial Environment and Natural Resources Office and other partner agencies, also conducted the Tree-Growing For-a Cause from 16 to 23 September 2024, across Panay Island, including Aklan, Antique, Capiz, Guimaras, and Iloilo City, and Negros Occidental.

CSC FO-Aklan led the planting of 11,645 wildlings in seed trays at the DENR Mechanized and Modernized Forestry Nursery in Jawili, Tangalan, Aklan, while CSC FO-Guimaras and FO-Capiz led a similar initiative in Sibunag, Guimaras, and Sapián, Capiz, respectively.



CSC Chairperson Karlo A. B. Nograles leads Tree-Growing For-a-Cause at Dalampasigan Forest Park, Brgy. Malaban, Biñan, Laguna on 16 September 2024.

On 20 September, approximately 1,000 participants from 50 government agencies in the province and city of Iloilo came together for the tree-growing activity led by CSC FO-Iloilo. Civil servants and agency heads planted mangrove propagules along the riverbanks of the newly inaugurated Iloilo Sunset Boulevard.

Meanwhile, approximately 600 civil servants participated in the activity led by CSC Caraga and planted 1,000 seedlings, primarily Molave and Agoho at Barangay Aclan, Nasipit, Butuan City. ®

CSC RO X conducts leadership training on information technology

The Civil Service Commission Regional Office X (CSC RO X) conducted a three-day Leadership Trails Training on Information Technology in Valencia City, Bukidnon on 4-6 September 2024.

A total of 266 government employees all over the region attended the training to be equipped as future-ready civil servants in navigating the digital age.

CSC Commissioner Ryan Alvin R. Acosta, who served as the keynote speaker, noted that in line with the CSC's vision of being the leader in empowering people and organizations in human resource and organizational development, and in serving the public through streamlined and digitalized services, the CSC is embarking on several initiatives to strengthen the competencies of the government workforce and to ensure continuous improvement in public service delivery.

Participants were exposed to relevant topics ranging from the



CSC Commissioner Ryan Alvin R. Acosta delivers his keynote message for CSC RO X's Leadership Training held in Bukidnon.



CSC Commissioner Acosta poses for a group picture together with CSC RO X officials, employees, and participants.

Art of Digital Public Service, Data Privacy, PRIME-HRM Level 3, Mental Wellness in the Workplace, Leadership in the 21st Century, Cyber Security Awareness and E-Governance, and Flexible Work Arrangement in the Public Sector.

CSC RO X expressed gratitude for the assistance and collaborative efforts provided by the City Government of Valencia, along with the Department of Information and Communications Technology Region 10, National

Telecommunications Commission Region 10, Department of Health - Treatment and Rehabilitation Center of Cagayan de Oro City, Department of Public Works and Highways Region 10, Provincial Government of Bukidnon, City Government of Malaybalay, Local Government Units of Manolo Fortich and Impasug-ong, and Municipal Engineering Office Motorpool. [®]



CSC RO VIII joins the public service fair in Tacloban City on 2-3 August 2024.

CSC RO VIII joins public service caravan

In an effort to bring government services closer to the people, the Civil Service Commission Regional Office VIII (CSC RO VIII) joined the *Bagong Pilipinas Serbisyo* Fair at Leyte Normal University, Tacloban City on 2-3 August 2024.

CSC RO VIII Director IV Marilyn E. Taldo said that the caravan, which offered frontline services from various government agencies, highlighted CSC's commitment to improve public service delivery by making government services more accessible.

A total of 262 stakeholders availed frontline services which include Issuance of Certificate of No Pending Administrative Case; Release of Certification of Eligibility for the 3 March 2024 Career Service Exam Pen and Paper Test (CSE-PPT); Certification and Authentication of Civil Service Eligibility; Review and Evaluation of Application for Special Eligibilities; and Handling of Queries and Request for Assistance on Civil Service Matters.

CSC RO VIII also issued the first requested copy of the Civil Service Eligibility-Preference Rating (CSE-PR) to Rey B. Peñaranda, Administrative Aide I of the Department of Social Welfare and Development Field Office VIII (DSWD FO VIII) at the *Serbisyo* Fair along with the other CSE-PR eligibles.

An employee of the DSWD FO VIII for 27 years, Peñaranda took the 3 March 2024 CSE-PPT in Tacloban City and has attained a rating that enabled him to qualify for the grant of CSE-PR based on length of service and work performance. [®]

CSC CAR re-launches magazine

The Civil Service Commission Cordillera Administrative Region (CSC CAR) has re-launched its official magazine, *The Weaver*, on 2 September 2024.

The last issue of *The Weaver* was published in 2021 when the COVID-19 pandemic was at its peak.

Three years post-pandemic, the CSC CAR relaunched the first semester 2024 issue of *The Weaver* on a digital platform to reach a wider audience.

The first issue coincides with CSC CAR's kick-off activities in celebration of the 124th Philippine Civil Service Anniversary.

In addition, the shift to a digital platform reflects a key lesson learned during the pandemic: the importance of ensuring accessible information, whether in the workplace or to cater to client's needs.

CSC CAR is optimistic that this publication will effectively disseminate information about its programs and projects to an even wider audience. [®]

Citizen's Guide

Contact Center ng Bayan Partner Recognition Program:

Ten gov't agencies recognized for swift feedback, complaint resolution

The Contact Center ng Bayan (CCB) of the Civil Service Commission (CSC) recognized 10 government agencies for providing outstanding frontline service during the virtual CCB Partner Recognition Program (PRP) on 27 September 2024.

As part of the 124th Philippine Civil Service Anniversary celebration, the CCB PRP recognized the outstanding achievements of CCB's partner government agencies or *Bilis Aksyon* Partners in addressing customer feedback and complaints based on data for fiscal year 2023.

CSC Chairperson Karlo Nograles noted that the virtual program featured the agencies' best practices and digitalized systems and services that help improve the public's customer experience with the Philippine government.

"Under the Philippine Development Plan 2023-2028, the CCB is identified as a mechanism to monitor and resolve citizen's reports as a strategy to enhance public feedback loops at the national level. Thus, we also recognize and thank all our partner agencies for enhancing public feedback loops and helping our citizens get the services and assistance that they deserve," added Chairperson Nograles.

In her message, CSC Commissioner Aileen Lourdes Lizada shared that the CCB serves as the heart of the government

feedback ecosystem designed to respond to ensure public service excellence.

"We are assessed daily by the Filipino public through their experiences in transacting with the government. Now, we have a strong network of government agencies all working together to respond to the ever-evolving needs of our customers," she added.

2024 AWARD CATEGORIES

The awards given in the virtual recognition program were:

- Award for Highest Number of Customer Feedback Received with Highest Resolution Rate;
- Award for Highest Resolution and Compliance Rates for Customer Feedback;
- Award for Highest Resolution and Compliance Rates for Complaints; and
- Award for Swift Resolution of Complaints.

The *Bilis Aksyon* Partners were ranked based on the number of customer feedback received, resolution rate, and compliance rate.

Customer feedback refers to simple and complex transactions facilitated in the form of negative feedback, comments, query, request for information, or suggestions received through the CCB's various channels. On the other

hand, resolutions are actions on feedback in compliance with the number of days required under Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Lastly, complaints are reports against a government office or agency that failed to meet service delivery expectations such as slow processing of transactions, failure to act on requests, and failure to respond to public feedback.

AWARD FOR HIGHEST NUMBER OF CUSTOMER FEEDBACK RECEIVED WITH HIGHEST RESOLUTION RATE

SPECIAL RECOGNITION: OVERSEAS WORKERS WELFARE ADMINISTRATION (OWWA)

The OWWA received the Award for Highest Number of Customer Feedback Received with Highest Resolution Rate for resolving 100 percent of the 1,420 feedback received in 2023. This represented 36.21 percent of the total 4,083 complex concerns that were forwarded to the respective government agencies for information and appropriate action during the first semester of 2023.



This achievement is largely credited to OWWA's strict observance of the 72-hour period to attend to complaints of OFWs, their families, and the public, and designation of a focal person in each OWWA unit to act and be responsible for early resolution of complaints received.

"The CCB's collaboration was very crucial in helping us provide better services to the public, not only because we want to follow, but because it was already grown within our culture to the level of passion. *Kailangan kung mayroong hihingi ng tulong, 'yun naman ang rason kung bakit binuo ang OWWA*, the delivery of service should be very quick." – Arnaldo A. Ignacio, Administrator

AWARD FOR HIGHEST RESOLUTION AND COMPLIANCE RATES FOR CUSTOMER FEEDBACK

The Award for Highest Resolution and Compliance Rates for Customer Feedback was conferred to five agencies for achieving 100 percent resolution and compliance rates.

TOP 1: DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT (DSWD)

In 2023, the DSWD implemented new strategies and initiatives, namely: 1) assigning of a grievance officer per office in the Central and Field Offices in the regions, 2) monthly data reconciliation, 3) quarterly assessments of field offices, and 4) debriefing sessions for grievance officers.



"We are grateful for the CCB. The partnership between DSWD and the CCB is very instrumental for us in addressing complaints, grievances, and concerns from clients and beneficiaries." – Clarissa Lara A. Duran, Officer-in-Charge, Strategic Communications

TOP 2: DEPARTMENT OF FOREIGN AFFAIRS (DFA)

In compliance with Republic Act No. 11032, the DFA strategically restructured its front-end services and introduced a digital queuing system that streamlined operations. The passport processing time for both regular and expedited applications has also been cut down by about two days.



"We are grateful for the Contact Center ng Bayan's assistance in making sure that our fellow Filipinos have multiple avenues to reach out, seek assistance, and file complaints related to our work here at the DFA's Office of Consular Affairs. The reports we receive monthly and annually from the CCB served as a real time tracker, which enabled the office to check the pending and accomplished referrals." – Adelio Angelito S. Cruz, Assistant Secretary, Office of Consular Affairs

TOP 3: DEPARTMENT OF AGRARIAN REFORM (DAR)
In 2023, DAR adopted measures to enhance the resolution of complaints including the centralized complaint center, automated complaint tracking system, digital transformation projects using online portals, staff training programs, workshops, and seminars.



"The partnership of DAR and CCB provides a consolidated platform for the public to submit grievances, provide comments, and ask about government services, hence promoting convenience to the citizens. It also further enhances accountability and transparency by monitoring crucial performance indicators and promoting a culture of responsibility." - Atty. Jazon E. Collado, Director III, Clientele Relations Service

TOP LOCAL GOVERNMENT UNIT: CITY GOVERNMENT OF CALAMBA
The City Government of Calamba simplified its processes by decreasing the number of signatories, lessening transaction time, and introducing the eBOSS or Electronic Business One Stop Shop catering to all business-related transactions including permitting, collection, construction, and building.



"Napakaganda po ng naging resulta ng eBOSS sapagkat base po sa statistics, maganda ang feedback. Ang umiikot ay ang papel, hindi iyong tao. In a matter of 1 hour, 45 minutes, may 10 minutes ay nakukuha na po ng ating taxpayer, mga citizens, ang mga dokumento at serbisyo na kinakailangan po nila from the city government." - Hon. Roseller H. Rizal, Mayor

AWARD FOR HIGHEST RESOLUTION AND COMPLIANCE RATES FOR COMPLAINTS
Five *Bilis Aksyon* Partners received the Award for Highest Resolution and Compliance Rates for Complaints.

TOP 1: HOME DEVELOPMENT MUTUAL FUND (HDMF) (100% RESOLUTION AND COMPLIANCE RATES)
The HDMF implemented four projects for monitoring of frontline service delivery—1) onsite branch assessment, 2) telecalling, 3) mystery client, and 4) Complaints Center.



"Our customer service revolves around how we can take care of our clients. No one will remember how many housing loans and short term loans we lent out, what will stick in the minds of our clients is how we made them feel, the service that we have extended to them, and how we made them feel taken care of." - Atty. Karin-Lei F. Garcia, Vice President for Public Relations and Information Services Group

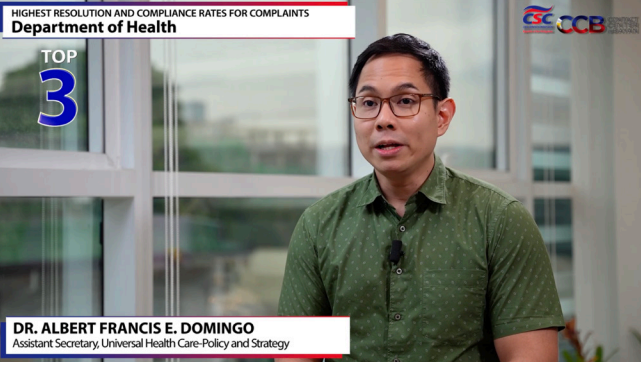
Aside from topping the award category, HMDF also received the Award for Swift Resolution of Complaints for acting upon 94.11 percent of complaints within one working day.

TOP 2: SOCIAL SECURITY SYSTEM (SSS) (100% RESOLUTION RATE AND 98.08% COMPLIANCE RATE)
To ensure that all endorsements from the CCB are processed on time, the SSS procured a Customer Relations Management System, an online application, which is now used by their call center agents. The agency also established the SSS Usap Tayo Portal, a social media platform where customers can access to raise their issues and concerns.



"For better services and response to public requests, kami ay nagkaroon ng close coordination with the Contact Center ng Bayan. In fact, we have established an office that is devoted to attend to the CSC CCB *Bilis Aksyon* Partner Program. Sa pamamagitan nito, we are able to monitor endorsements na nanggagaling sa CCB." - Atty. Voltaire P. Agas, Executive Vice President

TOP 3: DEPARTMENT OF HEALTH (DOH) (100% RESOLUTION RATE AND 95.24% COMPLIANCE RATE)
The DOH has a Committee on Anti-Red Tape or DOH CART that ensure compliance with complaints resolution as soon as possible. It has a focal point that interfaces with the CCB.



"CCB has always been in touch with DOH CART. And it is through this constant coordination that we get advice, tips, guidance. How do we shorten processes? How do we make it more efficient? How do we make it responsive such that when there is a client who needs a service, nakukuha niya kaagad 'yong kailangan niya sa madaling panahon. 'Yon ang importante para sa amin sa DOH, 'yong coordination, and not just coordination for the sake of coordination, but for the sake of resolution." - Dr. Albert Francis E. Domingo, Assistant Secretary, Universal Healthcare-Policy and Strategy

TOP 4: PROFESSIONAL REGULATION COMMISSION (PRC) (100% RESOLUTION RATE AND 94.44% COMPLIANCE RATE)
In 2023, the PRC developed and deployed an enhanced client relationship management system (CRMS), which monitors and responds to concerns and complaints, gauges client satisfaction, and helps minimize complaints.



"In PRC, as we set our standards for public service, we deploy a proactive, multilevel support system. It was because of CSC that we took note, or we were able to capture that specific issue or that specific problem, and PRC was able to provide a timely response and intervention for that particular problem." - Lord Louis P. Valera, Assistant Commissioner

TOP 5: DEPARTMENT OF EDUCATION (DEPED) (100% RESOLUTION RATE AND 89.29% COMPLIANCE RATE)
In 2023, the DepEd conducted its first National Conference on Public Assistance for its approximately 1,000 public assistance practitioners across different levels of DepEd's governance. This was followed by regular meetings with provincial and regional counterparts to ensure that everybody is on the same page in terms of resolving issues.



"When we benchmarked with CCB in October 2023, *nalaman namin doon na marami talaga kaming dapat i-ayos para mas madali pa naming magampanan ang aming tungkulin na tumugon sa mga problemang idinudulog sa amin*. With that, we were able to improve on our agency's handling of feedback, and the complaints, and the sharing of best practices. - Atty. Resty C. Osias, Director IV, Bureau of Human Resource and Organizational Development

CSC Commissioner Ryan Alvin Acosta hoped for the continued support of agencies as the CSC plans to harness technology to further enhance customer experience, noting,

"We have spent years together fighting against red tape and improving our customer satisfaction ratings. Now, the CSC is putting emphasis on streamlined and digitalized services, especially since we are now in a post-pandemic world. We hope that all our partners will continue to work with the CCB in this worthy endeavor." •

COVER STORY



Pursuing Sustainable Management for a Future-Ready Civil Service

CSC launches 124th Philippine Civil Service Anniversary

The Civil Service Commission (CSC) kicked off the celebration of the 124th Philippine Civil Service Anniversary (PCSA) slated for September with a press conference on 1 August 2024 at the Philippine Information Agency in Visayas Avenue, Quezon City.

The CSC spearheaded the 124th PCSA pursuant to Presidential Proclamation No. 1050, series of 1997, which was signed by the late President Fidel V. Ramos, declaring the month of September as Civil Service Month. This is also in observance of the establishment of the Philippine Civil Service by virtue of Public Law No. 5 (An Act for the Establishment and Maintenance of an Efficient and Honest Civil Service in the Philippine Islands), enacted on 19 September 1900.

CSC Chairperson Karlo Nograles, alongside CSC Commissioners Aileen Lourdes A. Lizada and Ryan Alvin R. Acosta, led the 124th PCSA conference. During the event, they informed the public and media representatives about the activities planned for the month-long celebration for the entire government workforce.

“The entire civil service, comprising two million government workers, celebrates its 124th anniversary this year. In 2021, the CSC adopted a decade-long theme, which is “Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant-Heroes”. This year, we are focusing on the significance of sustainable management in creating a future-ready civil service,” stated Commissioner Lizada while introducing the PCSA celebration.

She added that the celebration aims to build a forward-thinking public sector that balances organizational performance with economic, environmental, and social impacts. This also aligns with the aspirations and goals of the *AmBisyon Natin 2040*, which envisions a stable and comfortable life for Filipinos, supported by a clean, efficient, and fair government.



CSC Chairperson Karlo Nograles leads the 124th PCSA launch held on 1 August in partnership with the Philippine Information Agency.

In line with the theme, the press conference featured a panel discussion featuring public sector experts on sustainable management in government.

Chairperson Nograles discussed sustainable management through digital transformation, underscoring the need to use online modes of service delivery and equipping our human capital with the skills necessary to adapt to new technologies.

“Sustainable management is essential in ensuring public service continuity in times of crisis and public health emergencies, as well as to ensure the realization of a future-ready civil service,” said Chairperson Nograles.

“The end-in-mind is to have a future-ready and people-centric civil service, ready to provide the public with vital services no matter the circumstance, and to live up to the mantra of the CSC of ‘gawing lingkod bayani ang bawat kawani,’” he added.

University of the Philippines National College of Public Administration Dean Kristoffer B. Berse shared insights on the role of Good Governance in Sustainable Development Program,

emphasizing its importance in developing an effective government with a democratic system.

Meanwhile, Securities and Exchange Commission Chairperson and Chief Executive Officer Emilio B. Aquino shared best practices in sustainability and good governance initiatives that enabled the agency to bag the sixth and seventh Global Good Governance (3G) Awards from Cambridge International Finance Advisory.

Department of Budget and Management Assistant Secretary Leonido Pulido III provided updates on the National Government Rightsizing Program, which aims to streamline national government agencies through regularization, merging, restructuring, abolition, or transfer of government agencies to create a more efficient bureaucracy.

Commissioner Acosta concluded the launch by noting that the best practices shared during the panel discussion can help other government agencies contribute to the collective goal of *AmBisyon Natin 2040*.

“The collective commitment of all agencies of the government is integral to building a sustainable public sector that considers social, environmental, and long-term oriented sustainability. May this conference and the celebration in September remind us of the vital role that our two million civil servants play in pursuing sustainable management capable of meeting the challenges of tomorrow while serving the needs of today,” he said.

Thousands of gov’t workers nationwide join benefit run for fallen servants



Thousands of civil servants run for servant-heroes during the VibeRun held 1 September 2024 in the City of Manila.

More than 20,000 civil servants from various government agencies ran for a cause during the VibeRun: *Takbo para sa mga Servant-Heroes* held simultaneously across 16 regions nationwide on 1 September 2024.

Spearheaded by the CSC National Capital Region (CSC NCR), the nationwide VibeRun served as the kick-off activity of the month-long celebration of the 124th PCSA.

CSC Chairperson Nograles, together with CSC Commissioners Lizada and Acosta, led the fundraising activity that aimed to foster camaraderie and promote the physical and mental well-being of government workers while honoring fallen servant-heroes.

“Happy 124th PCSA to all of us! *Itong ating VibeRun ay sumisimbolo ng pagsasama-sama at pagtataguyod ng dalawang layunin: ang makalikom ng pondo para mapanatiling buhay ang Pamanang Lingkod Bayani (PLBi) Program at isang pagtitipon upang kilalanin ang ating mga kontribusyon bilang mga lingkod bayan,*” said Chairperson Nograles during the VibeRun for NCR and Region 4 at the Quirino Grandstand in Manila City.

The PLBi Program honors government workers who died in the line of duty through the provision of one-time financial assistance, recognition rites, and scholarship opportunities to their family members.

Registered participants ran 3K and 5K in various locations nationwide and enjoyed the lively experience by throwing Holi powder, a safe and brightly colored powder commonly used during the spring festival known as Holi in India and Nepal.

In Bicol Region, the CSC Regional Office V (CSC RO V) hosted the kick-off activity for the 124th PCSA with the VibeRun at the Legazpi Boulevard on 1 September 2024. CSC RO V Director Daisy Punzalan Bragais and Director III Rosalinni Moneda recognized the top three biggest delegations, namely, the Municipal Government of Nabua, Camarines Sur Polytechnic College, and the Civil Aviation Authority of the Philippines.

CSC RO VI Director IV Nelson G. Sarmiento, Director III Erna T. Elizan, and Iloilo Governor Arthur R. Defensor, Jr. led the fun run that started and ended at the Iloilo Freedom Grandstand, Muelle Loney, Iloilo City.

Meanwhile, a total of 1,072 public servants in the Eastern Visayas joined the VibeRun at the New Provincial Capitol Grounds in Palo, Leyte, braving Typhoon Enteng's downpour. The rains did not stop the vibrance and spirit of the benefit run in the name of helping the beneficiaries of the PLBi.

Sixty two participating government agencies registered for the run, with the Department of Public Works and Highways RO 8, Philippine National Police RO 8, and Provincial Government of Leyte have the three largest delegations.

The VibeRun organized by CSC Caraga in Butuan City attracted over 1,000 dedicated public servants from the 42 agencies across the region. Before the 3.8-kilometer run commenced, participants engaged in an energetic Zumba session led by Arcelo

de Leon, a Zumba instructor from the Department of Education Schools Division of Butuan City.

Chairperson Nograles thanked government agencies for their active support in the benefit run that resulted in the most number of runners since the first fun run organized by CSC in 2011.

In NCR and Region 4, CSC recognized the top three offices with the most number of participants, namely the Department of Environment and Natural Resources, Bureau of Fire Protection NCR, and the Land Bank of the Philippines.

"Ang VibeRun na ito ay pagkakataon para sa lahat, kahit anong edad, kasarian, o relihiyon, na makilahok sa pagbibigay ng mas epektibong serbisyo publiko. So let us be one in celebrating all of us servant-heroes," he added.

CSC holds 3-day nationwide job fair



Various government agencies offer 1,332 job vacancies during the CSC NCR's Government Job Fair on 5 September 2024 in Taguig City.

The CSC conducted the 2024 Government Job Fair from 3-5 September 2024 across 16 regions nationwide as part of the celebration of the 124th PCSA.

CSC Chairperson Nograles said 5,999 vacant positions were offered by partner agencies looking to hire qualified applicants for vacant government positions.

"As we celebrate the 124th year of the Philippine civil service, the nationwide job fair is a great opportunity for a new batch of dedicated applicants to occupy vacant positions and join the league of two million civil servants. The success of this nationwide event will not be possible without the invaluable support of our CSC Regional and Field Offices, the Examination, Recruitment, and Placement Office, as well as our partner government agencies," said Chairperson Nograles.

In NCR, 27 government agencies participated in the job fair held at the Taguig Convention Center, Taguig City on 5 September 2024.

CSC NCR Director Victoria Esber together with Taguig City Mayor Laarni Cayetano greeted the 800 pre-registered applicants vying for positions among the 1,332 vacancies in the region.

NCR was followed by Regions 7 and 1 for the top two and three regions with the most number of vacancies at 1,281 and 479, respectively.

Among the agencies that participated were the Armed Forces of the Philippines, Bureau of Internal Revenue, Commission on Audit, Department of Education, Department of Environment and Natural Resources, Department of Finance, Department of Health, Department of Social Welfare and Development, Home Development Mutual Fund, Land Bank of the Philippines, National Bureau of Investigation, Philippine Deposit Insurance Corporation, Philippine National Police, Securities and Exchange Commission, and the Tourism Infrastructure and Enterprise Zone Authority.

CSC Commissioner Lizada, who also made rounds in the job fair, advised applicants, *"Tandaan ninyo itong araw na ito kung gaano kahirap ang pinagdaanan ninyo—queuing, interview, and another interview as well sa government agencies—para kapag nakapasok na po kayo sa gobyerno ay ingatan ninyo ang inyong pangalan. Advanced welcome sa inyong lahat and let us work together para sa ating bansa."*

Civil servants participate in coastal cleanup



Civil servants nationwide volunteered to clean the country's waterways and coastlines during the International Coastal Cleanup on 21 September 2024.

As part of the third week of the 124th PCSA themed *"Linggo ng Malasakit sa Kalikasan"*, the CSC participated in the simultaneous coastal cleanup drive along various waterways spearheaded by the Department of Environment and Natural Resources (DENR).

In NCR, 10 cleanup sites were identified by the DENR NCR, namely: SM by the Bay in Pasay City; Las Piñas - Parañaque Wetland Park in Parañaque and Las Piñas City; Tanza Marine Tree Park and Brgy. Bagumbayan North in Navotas City; portion of Manila Bay at the Manila Ocean Park, Baseco Beach, and Manila Baywalk Dolomite Beach in Manila City; portion of Marikina River along Brgy. Nangka in Marikina City; portion of Pasig River along Baseco Riverside; and ASEANA Business Park in Parañaque City.

CSC officials and employees participate in the International Coastal Cleanup organized by the DENR in partnership with SM on 21 September 2024 in Pasay City.



Meanwhile, CSC Regional and Field Offices also joined in cleanup venues together with other participating agencies as part of the celebration of the 124th PCSA.

CSC thanks civil servants, partners for success of 124th PCSA



CSC Chairperson Karlo Nograles with PCSA Steering Committee co-chairs, Assistant Commissioners Nerissa Canguilan and Judith Dongallo-Chicano, pose for a group picture with partner government agencies and private sector representatives during the Pasasalamat Program for the 124th PCSA.

The CSC acknowledged government workers, partners, volunteers, and the public for joining the celebration of the 124th PCSA during the PCSA *Pasasalamat* Program held on 30 September 2024 at the CSC Central Office in Quezon City.

CSC Chairperson Nograles, together with Commissioner Lizada, and Assistant Commissioners Ariel G. Ronquillo, Judith A. Dongallo-Chicano, and Nerissa B. Canguilan, led the hybrid program that served as the closing ceremony for the month-long celebration of the PCSA.

"While we are reminded that gratitude is something that we should practice daily for the many blessings that we receive, today is an exceptionally special day for all of us. On behalf of the CSC, I extend our heartfelt appreciation to each and every one of you. Your dedication, your hard work, and your invaluable contributions truly made the 124th PCSA a resounding success," said Chairperson Nograles.



CSC Chairperson Karlo Nograles (2nd from right) and Assistant Commissioner Karin Litz P. Zerna (leftmost) award certificate of appreciation to City Government of Calamba for supporting the 124th PCSA celebration.

Together with Assistant Commissioners and PCSA Steering Committee co-chairs Canguilan and Dongallo-Chicano, Chairperson Nograles presented certificates of recognition to representatives from 116 agencies that joined onsite and to 214 agencies that participated online.

Among the national government agencies and local government units recognized were: Anti-Red Tape Authority, Department of Education, Department of Environment and Natural Resources, Department of Health, Philippine Blood Center, Department of Public Works and Highways, Department of Trade and Industry, National Economic and Development Authority, Commission on Elections, Philippine Information Agency, Bureau of Jail Management and Penology, and Philippine Sports Commission.

Heads of offices and representatives from Metro Rail Transit Line 3; Leyte Normal University; Bukidnon State University; Philippine

Normal University; Leyte Normal University; La Trinidad Water District; Dr. Jose N. Rodriguez Memorial Hospital and Sanitarium; Tondo Medical Center; Jose B. Lingad Memorial General Hospital; and Local Government Units of Angeles in Pampanga, Calamba and Cabuyao in Laguna, and Teresa and Tanay in Rizal.

CSC also recognized the significant contributions of partners and sponsors from the private sector that offered special treats for civil servants, namely: Artstream Hospitality Management Group, Inc.; Astoria Hotels; Autodox Car Center; Bank of the Philippine Islands; Dreamlab; HURIS, Inc.; SM Supermalls; The Manila Hotel; and Zoomanity Group.

SM Supermalls Regional Program Manager for Government Services Dennis Martel thanked the CSC for the partnership, noting, "On behalf of SM Supermalls and the private sector, we would like to extend our heartfelt gratitude to the CSC for choosing us as partners in their efforts to improve the welfare our country's public servants. We commend the Commission for its unwavering dedication to upholding the highest standards of public service and we wish you success in all your endeavors."

Meanwhile, Commissioner Lizada is hopeful that the *Pasasalamat* Program is not the end but the start of a continuing partnership for excellent public service.

"Whether we are in the private sector or in public service, we can keep supporting each other by providing the well-deserved excellent service to our clients—the Filipino people, and ultimately, by becoming part of the realization of a bigger goal—to have a strongly-rooted, comfortable, and secure life for every Filipino."

The CSC conducted 11 activities for the 124th PCSA celebration, namely: VibeRun: *Takbo para sa mga* Servant-Heroes, Government Job Fair, Medical Mission: Medical Relief for the Underprivileged, Bloodletting Activity, Tree-Growing For-a-Cause, National Coastal Clean-Up; Leaders and HR Symposium; Contact Center ng Bayan Partner Recognition Program, Awards Rites for the 2024 Outstanding Government Workers, Special Treats for Government Workers, and the *Pasasalamat* Program.

Civil servants give back, volunteer to donate blood



The CSC lauded government workers from various agencies who participated in the nationwide blood drive held 12 September 2024.

CSC Chairperson Nograles expressed gratitude to civil servants for supporting the activity themed "*Dugtong Buhay, Handog ng Lingkod Bayan*" that aimed to showcase malasakit as part of the 124th PCSA celebration.

"The success of this event would not have been possible without the dedicated participation of government officials and employees who went above and beyond in their commitment to public service. Their willingness to donate a part of themselves to others will impact the medical needs of patients," said Chairperson Nograles.

In the National Capital Region, around 500 bags of blood were collected from qualified individuals who donated blood at the CSC Central Office in Quezon City.

(continued on page 43)



Around 500 bags of blood were collected from qualified individuals in the National Capital Region who donated blood at the CSC Central Office in Quezon City during the nationwide bloodletting activity on 12 September 2024.

EXECUTIVE LETTER



Speech of

President Ferdinand R. Marcos Jr.

during the *Awards Rites for the*

2024 OUTSTANDING GOVERNMENT WORKERS

Maraming salamat to our Executive Secretary Chief Luc Bersamin for his kind introduction.

Civil Service Commission Chairperson Karlo Nograles and the other CSC Commissioners present; Presidential Communications Office Acting Secretary Cesar Chavez; awardees of the 2024 Outstanding Government Workers; my fellow workers in government; other distinguished guests; ladies and gentlemen, good morning.

And a happy 124th Philippine Civil Service Anniversary to my fellow workers in government!

Perhaps in the past when people hear of "government service," they tend to picture long lines, rows of desks, piles

of papers, and faces weary from the daily grind. That's still true. That is the kind of atmosphere, this is the environment that we have to work with.

However, we all know that the truth is far more nuanced than that image.

This is because, even when we deal with routines, serving in government can be challenging, exciting, and rewarding, especially when we are at the forefront of something innovative or when we are changing people's lives.

We serve because we make a difference. We serve because it is in our DNA. We serve because we love the Philippines.

Today, however, we are shining a light on our fellow public servants whose extraordinary acts of service have



President Ferdinand R. Marcos Jr. (4th from right) with Executive Secretary Lucas P. Bersamin (5th from left), CSC Chairperson Karlo A. B. Nograles (3rd from right), Commissioners Aileen Lourdes A. Lizada (4th from left) and Ryan Alvin R. Acosta (2nd from right) with members of the National Committee on Awards: Chairperson Gamaliel A. Cordoba, Commission on Audit (leftmost); Atty. Anna Liza G. Logan, Deputy Executive Secretary for Legal Affairs, Office of the President (2nd from left); Kenneth A. Lungan, President, Chowking Group of Companies (3rd from left); and Director IV Julius B. Japa, Technical Service Office, Office of the Deputy Executive Secretary for Finance and Administration, Office of the President (rightmost).

contributed to the efficiency, to the economy, and to the improvement of government operations and the provision of services.

Created under the Civil Service Act of 1959, our annual Search for Outstanding Government Workers started as the Employee Suggestions and Incentives Awards System.

It was later fortified by my father, then President Ferdinand Marcos Sr., through Presidential Decree No. 807 of 1975, which created the Presidential or *Lingkod Bayan* and *Silangan* Awards, the Civil Service Commission or *Pagasa* Award, and the Agency or *Kapwa* Award.

We continue to administer these national honor awards today through the Honor Awards Program.

It has been 65 years since we began this practice, and while the acronyms and the titles attached to these awards may have changed, the purpose remains the same: To recognize and to honor those who have made an outstanding contribution in the field of public service.

We are fortunate to be in the presence of these outstanding exemplars and to hear tales of feats and achievements.

And I think you have noticed that when we were together on stage, we were having some very animated discussions because I have to say that we are all very, very impressed by the quality of the work that was exhibited by the winners. And no doubt those who did not win this year but will one day do so, the quality of the work and the initiative that people have shown really belies the general image of the civil servant as being a bit of a drudge and being not terribly imaginative, you know, and just going about their very ordinary work and

mundane work. Well, this proves to everyone that we know that that’s not the case. We know that in our life, every day is different, every day is interesting. Unfortunately, we have to add to that, every day is hard.

But now when we see the different awardees and the reasons why they have been awarded today, I cannot avoid having a — to express how impressed I am and I think we all are by the quality of work. And if we continue with this kind and keep the bar this high, I have — once again my optimism for the future of the Philippines is like a balloon and goes up higher and higher and higher.

Our Presidential *Lingkod Bayan* awardees have shown us that it is possible for public servants to make a deep and lasting impact beyond the confines of our communities and our institutions.

One of our awardees, a Municipal Department Head in Iloilo, whose vision drove him to transform a 15-hectare abandoned fishpond into an eco-park. His hard work and dedication inspired more than 217 volunteer groups or a thousand volunteers to contribute into planting 150,000 mangroves.

Through this initiative, it improved the economy and it engaged to protect the forest, elevated the quality of coastal waters, lessened the damage caused by storm surges and typhoons.

Just a little thing, just — which started just as an idea in the head, in one’s head and if you are — if we are determined to make it happen, to make it work, you will find that there are many people who are also willing to sacrifice, to volunteer, and to help you, so long as they feel that it is in a good cause.

“

*We serve because we make a difference.
We serve because it is in our DNA.
We serve because we love the Philippines.*

Ganyan naman kasi ang ugali ng Pinoy. Talagang alam mo ‘yung sinasabi, akala natin kung minsan dahil hindi naman masyadong nababanggit at napakakumplikado na ng buhay ay ‘yung sinasabi — ang tanging katangian ng Pilipino ay ‘yung nagbabayanihan. And that is where we need leaders such as these awardees to lead the way and to inspire people, to come and to do this work. And again, I have always found that there are very, very many — Filipinos by nature are helpful. Filipinos by nature love the Philippines. Filipinos by nature love Filipinos.

And if this a — if it is a very sincere effort that has a very good chance of success, Filipinos will rally behind whatever it is that you are doing, especially if the quality of the work, once again, is the way at the level that we have shown with these awardees and with all of those — I am sure, there are still so many that are not recognized today but are doing very important work and are doing — making a very big difference in their communities.

Furthermore, among our group of awardees—the pioneers of the Health Beyond Bars Program—which provides a competitive healthcare to persons deprived of liberty, promoting their well-being through activities, training, and educational programs.

Our CSC *Pagasa* awardees have demonstrated that innovation and excellence in public service could benefit more than one department of government.

Our *Dangal ng Bayan* awardees embody not only the image of an ideal public servant but of the ideal Filipino, showing us that we can transform and save lives even in our day-to-day activities.

So, let me congratulate this year’s Outstanding Government Workers. Your exceptional service, complemented by your principles, your virtues, your hard work, has truly inspired everyone to strive to make a difference in our society.

You serve as the pillars upon which our government can draw its confidence and to build its momentum in achieving a *Bagong Pilipinas*.

So, let us remember that the impact of our work does not lie in the recognition that we receive or the laurels that we are given.

It lies in the hearts that we have touched, the communities that we have reached, and the lives that we have changed. After all, government work is about making our people, our country, and our world better than when we found it.

Let us continue to live by our constitutional mandate that public office is a public trust. We should remain transparent, accountable to all our people and to serve them with integrity, loyalty, and efficiency.

So, as we push back the boundaries of public service, let us strive to be *Bagong Pilipino*—one who will make our vision of a prosperous, progressive, and equitable society a reality within our lifetimes.

Once again, thank you for all the good work that you all do and I hope that this small recognition that we do today to our awardees just serves to remind us of the army of people who are working quietly, who are not recognized but continue to go to work every day and do their job the best way that they can. And for that, I thank you all who are in the civil service.

Maraming salamat po at magpatuloy po tayo sa paglilingkod at sa pagbuo ng isang mas maliwanag at mas masaganang kinabukasan para sa ating bansa.

Mabuhay ang tunay na diwa ng paglilingkod!

Mabuhay ang serbisyo sibil ng Pilipino!

Magandang tanghali po sa inyong lahat.

2024 Search for Outstanding Government Workers

PUBLIC SERVICE EXEMPLARS ADDED TO THE LEAGUE OF *LINGKOD BAYANI*



President Ferdinand R. Marcos Jr. with Executive Secretary Lucas P. Bersamin, CSC Chairperson Karlo A. B. Nograles, and Commissioners Aileen Lourdes A. Lizada and Ryan Alvin R. Acosta, confer the Presidential Lingkod Bayan Award to six individuals and three groups during the Awards Rites for the 2024 Outstanding Government Workers held on 18 September 2024 in Malacañang.

Forty-one public servants were hailed as the 2024 Outstanding Government Workers under the government's Honor Awards Program. These servant-heroes made excellent contributions to public service that had significant impact in their fields such as education, healthcare, agriculture, and local governance, among others.

During the Awards Rites for the 2024 Outstanding Government Workers on 18 September 2024 in Malacañang, these 41 public exemplars were personally awarded by His Excellency President Ferdinand R. Marcos Jr.

The awards given by President Marcos Jr. were the Presidential *Lingkod Bayan* Award, Outstanding Public Officials and Employees (*Dangal ng Bayan*) Award, and CSC Pagasa Award.

Executive Secretary Lucas Bersamin, CSC Chairperson Karlo Nograles, along with CSC Commissioners Aileen Lourdes Lizada and Ryan Alvin Acosta, accompanied the President in the conferment of the awards.

President Marcos praised this year's awardees for their exceptional service, principles, and hard work that inspired everyone who strive to make a difference in society, stating, "You serve as the pillars upon which our government can draw its confidence and to build its momentum in achieving a *Bagong Pilipinas*. Let us remember that the impact of our work does not lie in the recognition that we receive or the laurels that we are given; it lies in the hearts that we have touched, the communities that we have reached, and the lives that we have changed. After all, government work is about making our people, our country, and our world better than when we found it."

Meanwhile, Chairperson Nograles expressed his pride in the harvest of awardees who imbibe the outstanding

work, perseverance, and exemplification of unquestionable integrity of the country's public sector human capital.

"*Dahil sa kanila, mas marami na ang lubos na natutuwa sa mga pagbabago sa paraan ng paglilingkod ng mga kawani ng gobyerno sa mamamayang Pilipino—ilan sa mga ito ay ang mas mabilis at mas maginhawang aplikasyon sa mga programa, mas madaling paghingi ng social assistance at ayudang pangkabuhayan at pag-nenegosyo, mga inisyatibong nagsusulong sa paggamit ng makabagong teknolohiya sa agrikultura, at marami pang iba,*" he added.

Presidential *Lingkod Bayan* Award

Six individuals and three groups were awarded the Presidential *Lingkod Bayan* Award, the highest recognition for state workers granted to those who have made exceptional contributions through innovative ideas or impactful actions of national significance, particularly in the areas of public interest, security, and patrimony. They are:

- Undersecretary **Glenn Mathew Guillermo Baggao** of the Department of Health in the City of Manila - *For his relentless pursuit of advancing the healthcare service delivery in Cagayan Valley, achieving the hospital's vision of being the multispecialty apex healthcare center of Northeast Luzon.*
- Municipal Government Department Head I (Municipal Environment & Natural Resources Officer) **Wilson A. Batislaon** of the Municipal Government of Leganes, Iloilo - *For establishing the Leganes Integrated Katunggan Ecopark or LIKE, which is now one of the learning centers for mangrove enthusiasts, scientists, and researchers from across the globe.*

- Medical Specialist III **Rachelle C. Dela Cruz** of the Philippine Children's Medical Center in Quezon City - *For being the driving force behind the establishment of the Hemodialysis Unit (HDU) at the Philippine Children's Medical Center, the first and only HDU for pediatric patients in the country.*
- Social Welfare Office IV **Ann Rapunzel O. Ganzon** of the Provincial Government of Iloilo in Iloilo City - *For uplifting the lives of persons with disabilities (PWDs) in Iloilo, leading projects that uphold the rights and privileges of PWDs for almost two decades, enabling them to live more fulfilling lives.*
- Career Scientist II **Marcela M. Navasero** of the University of the Philippines Los Baños in Laguna - *For sharing her scientific expertise in natural pest control and institutionalizing long-term and cost-effective pest management measures that protected the country's coconut, sugarcane, corn, and rice industries, safeguarding agricultural productivity and food security.*
- Professor III **Santiago T. Peña Jr.** of the Visayas State University in Baybay City, Leyte - *For his visionary leadership that transformed Visayas State University into a premier research and development institution in the Philippines, achieving several rigorous accreditations, and generating PHP20 million worth of research funds.*
- **Health Beyond Bars Programs** of the Bataan Peninsula State University in Balanga City, Bataan - *For conceptualizing and implementing the Health Beyond Bars Program, a research-based extension program that improved the health condition and situation of persons deprived with liberty (PDL) through the provision of health education and medical services in more than 25 jails in Region III and IV-A.*

- **ISU-Cagayan Valey Cacao Development Center** (CVCDC) of the Isabela State University in Echague, Isabela - *For their significant contributions to increasing cacao production in Cagayan Valley, forging five technology transfer agreements, developing 14 utility models, and expanding partnerships, generating PHP24 million in resources.*
- **PHILGAP Champs of the Visayas State University** in Baybay City, Leyte - *For pioneering good agricultural practices or GAP in Visayas through capacity building of*

vegetable farms in the region, starting from zero gap-compliant farms in 2019, to assisting 39 farms in Regions 8 and 10 to achieve the PHILGAP certification.

The awardees received a gold-gilded medallion crafted and sponsored by the Bangko Sentral ng Pilipinas, a presidential plaque, PHP200,000 cash reward for individuals and PHP100,000 cash reward for each member of group awardees, and automatic promotion to the next higher position or equivalent salary increase.



The 10 Dangal ng Bayan awardees receive recognition from President Ferdinand R. Marcos Jr., together with Executive Secretary Lucas P. Bersamin, CSC Chairperson Karlo A. B. Nograles, and Commissioners Aileen Lourdes A. Lizada and Ryan Alvin R. Acosta during the Awards Rites for the 2024 Outstanding Government Workers held on 18 September 2024 in Malacañang.

Dangal ng Bayan Award

The Dangal ng Bayan Award is given to individuals for the performance of extraordinary acts of public service and consistent demonstration of exemplary ethical behavior, based on adherence to Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees.

This recognition was bestowed upon the following ten awardees:

- Nursing Attendant II **Reymaximiano Q. Aquino** of the Baguio General Hospital and Medical Center (BGHMC) in Baguio City - *For being a reliable nursing attendant, handyman, and health advocate all in one, saving BGHMC time and resources for hospital equipment repairs, and helping dialysis patients with malasakit.*
- School Principal II **Daryl B. Arguelles** of Bagtason Elementary School, Department of Education (DepEd) Schools Division Office of Antique in Bugasong,

Antique - For his dedication in bringing educational opportunities to the farthest barangays in Bugason, Antique, and making management initiatives that helped both learners and teaching personnel.

- Administrative Aide V (Plumber II) **Michael Ike M. Bertulfo** of the Office of the Municipal Engineer/Waterworks, Municipal Government of Macrohon in Macrohon, Southern Leyte - *For his dedication and comprehensive work in developing and maintaining Macrohon's extensive waterworks system, demonstrating his exceptional problem-solving skills and commitment.*
- Medical Specialist III **Jimmy A. Billod** of the BGHMC in Baguio City - *For spearheading the establishment of the Colposcopy Unit at the BGHMC, making it a leading referral center among hospitals in Northern Luzon. He also championed services and facilities that provide holistic care for women with premalignant diseases.*

- Administrative Aide III (Utility Worker II) **Florentino N. Dela Cruz Jr.** of the Baguio City Public Library, City Government of Baguio in Baguio City - *For his readiness and willingness to serve and ensure the best customer experience for Baguio City's Public Library, contributing to excellent library work and significant savings in maintenance.*

- Teacher III **Donna Lyn M. Geronimo** of Camarines Sur National High School, DepEd Schools Division Office of Naga City in Peñafrancia Avenue, Naga City - *For her dedication displayed in her research on CAMHI MathTABANG and project-based lesson plans, promoting effective, efficient, technology-abled, and targeted competency learning in mathematics.*

- Licensing Officer I **Erly Rose L. Guzman** of the City Permits and Licensing Office, City Government of Lipa in Lipa City, Batangas - *For her ingenuity in creating a database that allowed her office efficient use of technology in monitoring and extracting reports, reducing turnaround time.*

- Administrative Aide I **Rick O. Habana** of Cabcab Central Elementary School, DepEd Schools Division Office of Catanduanes in San Andres, Catanduanes

- For spearheading programs that cater to children with reading difficulties, despite being a non-teaching personnel.

- Master Teacher I **Dycebel A. Pangaldin** of DepEd-Alternative Learning System, Schools Division Office of Sarangani in Alabel, Sarangani Province - *For her significant impact in the lives of out-of-school-youth and out-of-school-adults, creating the Bahay Pag-asa community learning center to help them finish basic education and achieve their dreams in life.*

- Associate Professor IV **Shirley M. Siozon** of the Eastern Visayas State University in Tacloban City - *For her responsiveness to the public, transforming her community through education and sustainable livelihood programs, and empowerment and economic revitalization through agricultural innovation.*

The awardees received a trophy designed by National Artist for Sculpture Napoleon V. Abueva, a gold-gilded medallion crafted and sponsored by the Bangko Sentral ng Pilipinas, PHP200,000 cash, and an automatic promotion to the next higher position or equivalent salary increase.



The CSC Pagasa awardees pose for a group photo with President Ferdinand R. Marcos Jr. with Executive Secretary Lucas P. Bersamin, CSC Chairperson Karlo A. B. Nograles, and Commissioners Aileen Lourdes A. Lizada and Ryan Alvin R. Acosta during the Awards Rites for the 2024 Outstanding Government Workers held on 18 September 2024 in Malacañang.

CSC Pagasa Award

The CSC Pagasa Award is a recognition given to an individual or group of individuals for their outstanding performance and innovative ideas that had local or department-wide impact. Eight individuals and one group were conferred this award, namely:

- Inspector (Jail) **Anita T. Andueza** of the Bureau of Jail Management and Penology Regional Office V, Legazpi City Jail in Bogtong, Legazpi City - *For her*

deep commitment to social welfare and justice that challenged jail stereotypes and transformed detention facilities for the empowerment of PDLs.

- Senior Education Program Specialist **Kyle David V. Atienza** of DepEd Schools Division Office of Marinduque in Boac, Marinduque - *For his initiatives that have positively impacted over 8,000 Filipinos and significantly reduced the number of non-compliant 4Ps learners in Marinduque.*

- School Principal IV **Lordelyn A. Buyo** of Carmen National High School, DepEd Schools Division Office of Davao Del Norte in Carmen, Davao Del Norte - *For her exceptional dedication in leading Carmen National High School to become one of the five schools nationwide to pilot-test the alternative learning system in senior high school students, opening up opportunities for less fortunate students in Region XI.*
- Information Technology Officer I **Jekyll D. Cadungog** of DepEd Schools Division Office of Zamboanga Sibugay in Ipil, Zamboanga Sibugay - *For developing online applications for data gathering and visualization, a document tracking system that was adopted by the DepEd Regional Office and Schools Division of Zamboanga City, and an inventory system that reconciled the inventory of personal protective equipment amounting PHP3.5 billion.*
- Corporate Executive Officer I **Jasmin F. Gutierrez** of the Social Security System (SSS) San Pablo Branch in San Pablo City, Laguna - *For going beyond her regular duties and developing the Transactions Inventory Management System (TRIMS) to standardize and automate the monitoring of transactions and services. TRIMS is now being used by other SSS branches nationwide.*
- Master Teacher II **June Elias V. Patalinghug** of Ciriaco Mariano Elementary School, DepEd Schools Division Office of Davao City in Davao City - *For his unwavering commitment to advancing education, introducing innovative teaching methods that improved students' academic performance, and garnered multiple awards at regional research congresses.*
- Administrative Officer V **Adelfa T. Salutan** of the City Government of Tagbilaran in Tagbilaran City, Bohol - *For her impactful leadership and establishment of the Tagbilaran City Garments Manufacturing Center, a vital hub for economic empowerment and skills development that provided sustainable livelihood programs, and empowered women and other marginalized groups.*

- Information Officer III **Hector Ulibas Tabbun** of the Department of Agriculture (DA) Regional Field Office No. 02 in Tuguegarao City, Cagayan - *For his efforts in integrating agricultural extension and community radio to effectively tackle common development goals in Region II. He was also pivotal in establishing DZDA 105.3 FM, the first educational radio station owned and operated by the DA Regional Field Office No. 02.*
- **DA Caraga Soybean Advocates** of the DA Regional Office XIII in Butuan City - *For championing research-based approach on local soybean intervention and production to generate more jobs and reduce import dependence, leading to an 81.62% increase in area planted and bean production of farmers in Caraga, and ultimately contributing to the Philippines' soybean production output.*

The awardees received the CSC *Pagasa* medallion crafted and sponsored by the Bangko Sentral ng Pilipinas, a plaque, and cash reward of PHP200,000 for each individual awardee, and PHP100,000 for each member of group awardees.

Annual Search

As part of the government's rewards and incentives mechanism, the annual Search for Outstanding Government Workers aims to recognize civil servants who have shown utmost dedication and commitment to their work, as well as inspire other state employees toward deeper involvement in public service.

The Search is in line with the CSC's functions mandated by the 1987 Philippine Constitution and implemented pursuant to Executive Order (EO) No. 292 or the Administrative Code of 1987; EO No. 501, series of 1992, as amended by EO No. 77, series of 1993; and Republic Act No. 6713.

As provided under Section 35, Chapter 5, Book V of the Administrative Code of 1987, the CSC shall act as the Honor Awards Program (HAP) Secretariat and conduct the annual search for public exemplars. •

CSC RESOLUTION NO. 2400721: SALIENT POINTS OF THE WORKPLACE CANCER Control Policy in the Public Sector

What is the Workplace Cancer Control Policy in the Public Sector?

The Civil Service Commission (CSC) promulgated CSC Resolution No. 2400721 on 14 August 2024, requiring each agency to establish its respective Cancer Control Policy (CCP) designed to support the implementation of Republic Act (RA) No. 11215 or An Act Institutionalizing A National Integrated Cancer Program and Appropriating Funds Thereof. The CCP can be modified based on the unique requirements of the respective agency.

To assist agencies in the establishment of an inclusive and responsive workplace CCP, the CSC has provided the Guidelines on Workplace CCP in the Public Sector. The CCP, which shall be inclusive, responsive, gender-sensitive, and non-discriminatory, can be modified based on the unique requirements of the respective agency. Further, the agency's CCP shall also cover the entire cancer care continuum, from risk assessment, prevention and control, diagnosis, treatment, care, and rehabilitation as provided in Section 22 of RA No. 11215 and Section 22, Rule V and Section 38, Rule X of the Implementing Rules and Regulations (IRR) of RA 11215.

Who are covered by the guidelines?

The guidelines shall cover all National Government Agencies, Constitutional Bodies, Government-Owned or Controlled Corporations with original charters, State Universities and Colleges, Local Government Units, the Bangsamoro Autonomous Region in Muslim Mindanao, and Local Water Districts.

HR
SPOTLIGHT



What is the basis for CSC Resolution No. 2400721?

Section 2 of RA No. 11215, also known as the National Integrated Cancer Control Act, and its IRR dated 23 August 2019, provide that the State shall adopt an inclusive, integrated, and comprehensive approach to health development which includes the strengthening and institutionalization of evidence-based integrative, multidisciplinary, people-patient, and family-centered cancer control policies, programs, systems, interventions, and services at all levels of the existing health care delivery system.

Meanwhile, Section 18 of RA No. 11215 mandates, among other agencies, the CSC, in coordination with the Department of Health (DOH), to develop policies and provide technical guidance to employers, employee associations, and unions to:

- (a) promote and facilitate integration of gender-sensitive key messages on cancer risk factors, early warning signs and symptoms of adult cancer and childhood cancer, cancer prevention and control, adoption of healthy lifestyles and healthy diets in their communication initiatives, health and wellness programs, and employee development programs;
- (b) undertake mainstreaming of practical supportive care and psychosocial support programs for people living with cancer, cancer survivors, and their family members;
- (c) integrate appropriate cancer services in their health services and clinics; and
- (d) develop programs, initiatives, or mechanisms that shall minimize or eliminate stigma and discrimination in the workplace that is experienced by people living with cancer, cancer survivors, and their families.

Section 22, Rule V of the same law states that a CCP shall be established in the workplace and shall form part of employee benefits in the formal sector covering the entire cancer care continuum, from prevention, including genetic counseling and testing, to screening, diagnosis and palliative care, treatment, rehabilitation, and survivorship or hospice care.

Lastly, the DOH-Department of Labor and Employment (DOLE) - CSC Joint Administrative Order No. 2023-0001, entitled National Policy Framework on the Promotion of Healthy Workplace, was formulated to provide a framework for the promotion, establishment, and strengthening of Healthy Workplaces in support of the implementation of the Universal Health Care Law.

Why is there a need to implement a CCP in the workplace?

The policy shall endeavor to prevent and control cancer, and improve cancer survivorship by implementing cancer control programs in the workplace. The CCPs shall make prevention, screening, diagnosis, referral, treatment and care, and psychosocial support accessible to employees as well as to their family members.

What are the components of an agency's CCP?

The CCP of agencies shall contain the following components:

- A. Prevention and Control of Cancer Program (PCCP): Establish a PCCP to identify, control, and/or eliminate and minimize exposure to causes of cancer thereby reducing employees' susceptibility to the effect of such causes.
- B. Work Arrangements and Leave
- C. Prohibition
 1. Cancer patients shall not be discriminated and denied access to opportunities for suitable employment as provided in Sections 5 and 32 of RA No. 7277, as amended by RA No. 10524 (an Act Expanding the Positions Reserved for Persons with Disability Amending for the Purpose RA No. 7277, Otherwise known as The Magna Carta for Persons with Disability). Any official or employee who shall commit any act of discrimination shall be made liable under the penal provisions of RA No. 7277, without prejudice to the institution of proper administrative and civil cases against them.

2. Discrimination in any form against employees with cancer, cancer survivors, or carers shall be prohibited. They shall not be discriminated against in terms of appointments (hiring/promotion), training and development, and other human resource actions.

D. Administrative Support

1. Official visits in the hospital/health facility/home by the staff of the Human Resource Office to check on the status of employees and to determine assistance needed during the treatment/rehabilitation;
2. Assistance to employees and their families shall be made available, in securing all documents needed and in the filing of such documents for them to avail and proceed with the treatment and rehabilitation, including securing the disability identification card; and
3. Employee/s with cancer or cancer survivors shall be prioritized in all the services of the agency granting that he/she is qualified/eligible to avail such, that is, loan facility, transportation, housing accommodation, etc.

What policies shall be included under Prevention and Control of Cancer Program (PCCP)?

Below are some provisions for each subclause under the PCCP:

1. Information and Education
 - a. Advocate for cancer awareness, prevention, and control services through orientations, seminars, and training; and harmonize efforts of the agencies involved through the National Technical Working Group on Healthy Workplace;
 - b. Utilize available electronic platforms aside from the traditional classroom information and education campaigns and activities;
 - c. Include cancer education in the annual learning and development plan; and

- d. Promote a healthy lifestyle through health and wellness programs, proper nutrition, and stress management, among others.

2. Capacity building

Conduct training for employees on cancer prevention and control based on the guidelines of the Department of Health, especially for those who are:

- Directly involved in taking care of cancer patients;
- Providing social support to the families/caregivers of employees diagnosed with cancer;
- Facilitating the implementation of cancer-related programs; and
- Assisting cancer patients and their families in filing documents to hospitals and institutions that provide medical and financial assistance.

3. Promotion of a conducive work environment

- a. Provide a workplace environment conducive to employees diagnosed with cancer and cancer survivors (work arrangements, work hours, leave, assistance, etc.) and integrate provisions in the agency's Occupational Safety and Health Program in conformity with existing CSC rules and issuances on work arrangements;
- b. Provide reasonable work arrangements for employees who are designated as the carer of cancer-stricken family members, in conformity with the existing CSC rules and issuances;
- c. Reduce the exposure of workers to occupational carcinogens in the workplace, including, but not limited to, chemicals and smoke from cigarettes, among others;
- d. Develop a risk assessment tool that will serve as input in the preparation of a plan of action in order to mitigate the possible effects to

- officials and employees of their exposure to these hazards; and
- e. Minimize environmental cancer hazards, including occupational hazards by complying with the established exposure standards set for occupational hazards and conduct periodic Work Environment Monitoring in the workplace.
4. Early detection
 - a. Provide the following services to employees as necessary, consistent with the guidelines of the DOH Practice Guideline Program, Clinical Practice Guidelines, and the Omnibus Health Guidelines per Lifestage. (Reference: <https://doh.gov.ph/dpcb/omnibus-health-guidelines>)
 - b. Provide early detection and cancer screening to increase awareness of the signs and symptoms of cancer to detect precancerous lesions and cancer before signs and symptoms start to appear; and
 - c. Include mandatory age-based medical tests/examinations for all employees in the annual physical examinations (APE);
 5. Diagnosis, Treatment, and Palliative Care

Government agencies shall endeavor to assist employees at risk of cancer to:

 - a. Proceed to diagnosis for a careful clinical assessment and diagnostics investigations, and thereafter, undertake further assessment of the employee to ascertain the extent of cancer spread;
 - b. Monitor and check on employees on the progress and development of the treatment and palliative care, if necessary;
 - c. Provide psychosocial support to the employee and his/her family/carer, which includes among others, mental health counseling, education, spiritual support, group support, and many other such services as defined in these guidelines;

6. Protocol Referral System

Agencies, with the assistance of the DOH, shall establish protocols and procedures to assist employees with early detection of cancer and cancer patients, and shall establish a network of institutions and facilities providing health care services for employees diagnosed with and survived cancer;

Agencies shall institutionalize a referral system/pathway for cancer risk assessment, primary prevention, screening/early detection and diagnosis and other services required by organizations/institutions for cancer patients, persons living with cancer, and cancer survivors.

What provisions are included in Work Arrangements and Leave?

1. Reintegration Program, including return-to-work arrangements shall be in place to assist employees in performing their work as they report back from treatment sessions. Reintegration Program may also cover employees and extend supportive bereavement measures and psychological support for family members/carers who provide end-of-life care for a cancer-stricken family member and have to report back to work after the death of a family member.
2. A backup or work team system shall be established to ensure that the workload are covered in case the employee needs to be absent from work.
3. In accordance with the existing CSC issuance on work arrangements, full flexible work hours shall be made available for employees with cancer and their carers. They shall be exempted from being late and for leaving the workplace early, taking into consideration their conditions and circumstances especially after chemotherapy sessions. Hence, they shall be exempted from incurring late/tardiness and undertime; provided however, that the forty (40)-hour workweek shall be observed.

- Full flexible work hours should be implemented provided that incurred late or tardiness should be recorded as part of the accountability mechanism as public servant.
4. Carers shall be accorded considerations for flexible work hours, provided they present a certification from the cancer patient and the attending physician that they are the designated carer of the cancer patient.
 5. Employees certified as cancer patients or carers shall be exempted from Item C, Section 107, Rule 20 of the 2017 Rules on Administrative Cases in the Civil Service. For the purpose, a medical certificate issued by the attending physician should be submitted to avail of such exemption.
 6. Work from home may be arranged as deemed necessary, provided monitoring is established to ensure targets and outputs are delivered accordingly, in accordance with existing rules and regulations on flexible work arrangements promulgated by the Commission.
 7. Agencies shall provide the necessary support to employees living with cancer patients and carers who are under alternative work arrangements, such as, but not limited to, computer, laptop, and reasonable amount of allowance for communication, subject to government accounting and auditing rules.
 8. Cancer-related absences from work of member employee shall be covered by the Disability Benefits of the GSIS pursuant to Section 22 of the IRR of RA 11215.

What are the other requirements under the Resolution?

The agency shall adopt and implement a communication plan to promote its CCP through the use of available media. Information and education materials shall be made available and activities may be conducted to facilitate the dissemination of relevant information on cancer prevention and control.

To support the national cancer registry and monitoring system established by the DOH under RA No. 11215, a quarterly monitoring report on the implementation of the CCP shall also be submitted by the Human Resource Management Office or its equivalent office to the Head of Agency. Such report shall be included in the annual accomplishment report of the agency. The reporting of available information and data shall be in accordance with RA No. 10173, otherwise known as the "Data Privacy Act of 2012".

Who are responsible for implementing the agency's CCP?

The policy engages heads of agencies, human resource officers, government employees, and employee organizations in the development and implementation of a CCP within their respective agencies.

What will happen to agencies that fail to implement the CCP?

Heads, officials, and employees of government agencies who violate these guidelines shall be subject to administrative disciplinary action pursuant to Section 46, Rule 10 (Schedule of Penalties) of the Revised Rules on Administrative Cases in the Civil Service, without prejudice to the filing of criminal as well as civil actions under existing laws, rules and regulation. •

Civil servants give back, volunteer to donate blood ... from page 28

GOV'T WORKERS ORGANIZE MEDICAL RELIEF FOR THE UNDERPRIVILEGED



CSC Commissioners Lizada and Acosta, who made rounds at the venue, also thanked event partners in NCR, Department of Health (DOH) - Philippine Blood Center and Dr. Jose N. Rodriguez Memorial Hospital and Sanitarium.

Other partner blood banks, hospitals and institutions include the Baguio General Hospital Medical Center, Cagayan Valley Medical Center, Dr. Paulino J. Garcia Memorial Research and Medical Center, DOH Center for Health Development-Bicol, Local Government Unit of Talisay City, Subnational Blood Centers for Visayas and Mindanao, Eastern Visayas Medical Center, Philippine Red Cross, Northern Mindanao Medical Center, and South Cotabato Provincial Hospital.

The collected blood will be added to the reserves of the partner facilities to help address blood supply shortages across the country. Meanwhile, the CSC reminded that government employees who donated blood shall be entitled to a one-day compensatory time-off, pursuant to CSC-Department of Budget and Management Joint Circular No. 2, s. 2004.

Among the agencies that participated in the blood drive were the Armed Forces of the Philippines, Philippine National Police, Bureau of Fire Protection, Bureau of Corrections, Bureau of Jail Management and Penology, Civil Aeronautics Board, Court of Appeals, Department of Environment and Natural Resources - Mines and Geosciences Bureau, and the National Book Development Board.

CSC Commissioner Ryan Alvin R. Acosta (bottom right) join fellow civil servants in donating blood at the CSC Central Office on 12 September 2024.



Civil servants from various government agencies participate in the nationwide Medical Relief for the Underprivileged led by the Civil Service Commission on 8-15 September 2024.





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:



Watch Now!

JULY EPISODE

As the month of September approaches, CSC Assistant Commissioner for Human Resource Governance Nerissa B. Canguilan joins us to drumbeat the 124th Philippine Civil Service Anniversary.

2023 *Dangal ng Bayan* awardee Mary Hazel B. Ballena shares her *Kwentong Lingkod Bayani* in the second part of the program.

Short URL : bit.ly/LunChatJuly2024

DRUMBEATING THE 124TH PHILIPPINE CIVIL SERVICE ANNIVERSARY AND KWENTUHAN WITH A DANGAL NG BAYAN AWARDEE



Assistant Commissioner Nerissa B. Canguilan
CSC Office of Assistant Commissioner for Human Resource Governance



Principal Mary Hazel B. Ballena
Department of Education
Schools Division Office of Aklan, Bataan, Abra
2023 *Dangal ng Bayan* Awardee



Watch Now!

16 AUGUST EPISODE

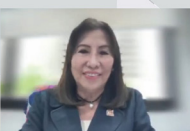
On the first episode of LunChat with CSC for August, CSC Regional Office VI Director IV Nelson G. Sarmiento and CSC NCR Director IV Victoria F. Esber discuss upcoming activities for the 124th Philippine Civil Service Anniversary—Tree Growing For-A-Cause, VibeRun, and Special Treats for Government Workers.

Short URL : bit.ly/LunChat16August2024

THE 124TH PHILIPPINE CIVIL SERVICE ANNIVERSARY



Director IV Nelson G. Sarmiento
CSC Regional Office VI



Director IV Victoria F. Esber
CSC National Capital Region



Watch Now!

27 AUGUST EPISODE

CSC Civil Service Institute Director III Emylin O. Severo and CSC Examination, Recruitment, and Placement Office Chief Mylene F. Muyano discuss the 2024 Leaders and HR Symposium and the 2024 Government Job Fair, respectively, in the second episode of LunChat with CSC for August.

Short URL : bit.ly/LunChat27August2024

THE 124TH PHILIPPINE CIVIL SERVICE ANNIVERSARY 2024 LEADERS AND HR SYMPOSIUM 2024 GOVERNMENT JOB FAIR



Director III Emylin O. Severo
CSC Civil Service Institute



Chief Personnel Specialist Mylene F. Muyano
CSC Examination, Recruitment, and Placement Office



Watch Now!

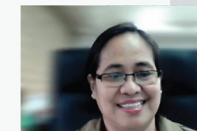
5 SEPTEMBER EPISODE

On this month's episode of LunChat with CSC, CSC Human Resource Relations Office Director IV Ma. Theresa C. Fernandez encourages civil servants to participate in the Bloodletting Activity.

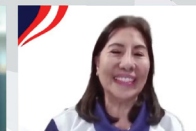
In the second part of the program, CSC NCR Director IV Victoria F. Esber invites civil servants to participate in the 2024 International Coastal Clean-up.

Short URL : bit.ly/LunChat5September2024

THE 124TH PHILIPPINE CIVIL SERVICE ANNIVERSARY 2024 BLOODLETTING ACTIVITY 2024 INTERNATIONAL COASTAL CLEAN-UP



Director IV Ma. Theresa C. Fernandez
CSC Human Resource Relations Office



Director IV Victoria F. Esber
CSC National Capital Region



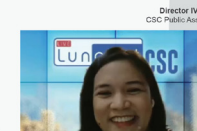
Watch Now!

13 SEPTEMBER EPISODE

For the second episode of LunChat with CSC in September, CSC Public Assistance and Information Office Director IV Fiaberna U. Salumbides discusses the Contact Center ng Bayan Partner Recognition Program and the Awards Rites for the 2024 Search for Outstanding Government Workers.

Short URL : bit.ly/LunChat13September2024

THE 124TH PHILIPPINE CIVIL SERVICE ANNIVERSARY 2024 CONTACT CENTER NG BAYAN PARTNER RECOGNITION PROGRAM AWARDS RITES FOR THE 2024 OUTSTANDING GOVERNMENT WORKERS



Guest:
Director IV Fiaberna U. Salumbides
CSC Public Assistance and Information Office



Director IV Victoria F. Esber
CSC National Capital Region



LINGKOD BAYAN DIARIES

AN ANTHOLOGY OF CIVIL SERVANTS' STORIES



JULY

Gay D. Galdo conducted child mapping to identify children with special needs in various areas, resulting in the development of improvised instructional materials such as contextualized Braille and assistive devices. These innovations greatly enhanced teaching methods for learners with disabilities. Discover how she upholds public interest through the creation of educational resources for visually-challenged pupils.



Watch Now!

Short URL : bit.ly/LBDJuly2024



AUGUST

Relvin Bucoy Paragua led the "Bean to Bar" initiative, which focused on the development of a value chain for cacao products in Western Visayas. Find out how this project propelled the improvement, stability of the supply, and quality of cacao and cacao products, and in turn facilitated the creation of a cacao nursery in Pototan, Iloilo, and the establishment of four more Bean to Bar Processing Centers in Panay with the help of the Department of Science and Technology.



Watch Now!

Short URL : bit.ly/LBDAugust2024



SEPTEMBER

Venus M. Alboruto identified Strategic Intervention Materials (SIMs) as an effective tool for engaging a large number of students, providing a framework for both individual and group learning on specific topics in and outside the classroom. Discover how this innovative approach led to significant improvements in attendance and performance.



Watch Now!

Short URL : bit.ly/LBDSeptember2024

Policy Highlight

In 2022, the CSC introduced Policy Highlight as its new monthly video content on Facebook and YouTube.

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

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



AUGUST

As the month-long celebration of the 124th Philippine Civil Service Anniversary approaches, this episode of Policy Highlight discusses CSC Memorandum Circular No. 8, s. 2024, which outlines the 124th Philippine Civil Service Anniversary and its Calendar of Activities.



Watch Now!

Short URL : <https://bit.ly/PHAugust2024>



SEPTEMBER

The Policy Highlight episode for September features CSC Resolution No. 2400721, or the Workplace Cancer Control Policy in the Public Sector.



Watch Now!

Short URL : bit.ly/PHSeptember2024

REVISED POLICIES ON SECONDMENT

Number : 2400454*

Promulgated : 31 May 2024

RESOLUTION

WHEREAS, Section 3, Article IX-B of the 1987 Philippine Constitution mandates the Civil Service Commission (CSC), as the central personnel agency of the Government, to “*establish a career service and adopt measures to promote morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the civil service. It shall strengthen the merit and rewards system, integrate all human resources development programs for all levels and ranks, and institutionalize a management climate conducive to public accountability.* x x x”;

WHEREAS, Section 12 (2), Chapter 3, Title I (A), Book V of Executive Order No. 292 or the Administrative Code of 1987 conferred on the CSC the power and function to “*prescribe, amend and enforce rules and regulations for carrying into effect the provisions of the Civil Service Law and other pertinent laws*”;

WHEREAS, Section 12 (14), Chapter 3, Title I (A), Book V of the same Code provides that the CSC shall take appropriate action on all appointments and other human resource matters in the Civil Service;

WHEREAS, Rule VII of the Omnibus Rules Implementing Book V of the same Code and other laws include Secondment as one of the human resource movements;

WHEREAS, the Revised Omnibus Rules on Appointments and Other Personnel Actions (CSC Memorandum Circular No. 40, s. 1998), as amended,¹ provided the guidelines on Secondment in the government;

WHEREAS, several issues emerged in the implementation of the said guidelines that need to be clarified such as the entitlement of a seconded employee to step increment, the maximum period of extension for Secondment, and non-approval by the CSC, among other issues;

WHEREAS, the CSC, through the Human Resource Policies and Standards Office, conducted a study on Secondment to revisit the existing guidelines and determine the extent of compliance of all government agencies. Results of the study show that the guidelines on Secondment have not been applied consistently; and

WHEREAS, there is a need to modify the existing guidelines on Secondment to clarify the purpose and objectives of the Secondment, the eligibility criteria, the application of said policy, the roles of both the parent and recipient agencies to the career development of the Secondee, and the benefit/s to the government, in general;

WHEREFORE, the CSC **RESOLVES** to **ADOPT** the following **Revised Policies on Secondment**:

Section 1. Nature and Coverage

Secondment is a movement of an official or employee from one department or agency/organization to another, or to a private sector organization or to an international organization or body recognized by the Philippine government which is temporary in nature and shall be covered

by a Memorandum of Agreement (MOA) on Secondment and shall no longer require the issuance of an appointment.

These policies shall cover officials and employees occupying permanent second level executive/managerial, professional, technical, or scientific positions in all government agencies and instrumentalities, namely: Constitutional Bodies, departments, bureaus, and agencies of the National Government; Government-Owned or -Controlled Corporations with original charters; Local Government Units; and State Universities and Colleges.

Section 2. Objectives

Secondment provides a mechanism to facilitate movement of an official/employee through temporary assignment from a government agency to another government agency, or a private sector organization or an international organization or body recognized by the Philippine government for the purpose of sharing or transfer of expertise or technology or acquisition of vital competencies and experience on specific areas of specialization.

Specifically, Secondment may be undertaken in order to achieve any of the following objectives:

- Acquisition of wider perspective and new learnings from a different environment by the Secondee or enhancement of expertise and technical know-how of the Secondee which the Parent Agency can utilize in the implementation of its operations, projects, or programs;
- Transfer of technology by the Secondee which will contribute to the development or enhancement of systems, practices, and operations of the Recipient Agency; and
- Active partnership of private sector organizations with government agencies, provided that there is no conflict of interest in any transaction with the Parent Agency of the Secondee.

Section 3. Definition of Terms

The terms below as used in these policies shall be defined as follows:

- Agency** – refers to any bureau, office, commission, administration, board, council, institute, state universities and college or local university and college, corporation with original charter, whether performing governmental or proprietary function, or any other unit of the national government as well as provincial, city, municipal or autonomous regional government.
- Bureau** – refers to any principal subdivision of the department performing a single major function or closely related functions.
- Conflict of Interest** – refers to a situation which arises when an agency has substantial interests or transaction in the business of a private sector organization which could compromise judgment, decision, or action in the performance of the agency functions.
- Degree scholarship** – refers to an education grant for completion of an academic program for a period of one (1) year or more that confers an academic degree.

¹Published 5 August 2024, Daily Tribune

- Department** – refers to any of the executive departments or entities having category of a department, including the judiciary, legislative and the other constitutional commissions.
- International organization** – refers to any group or association that is made up of multiple countries and is formed to achieve specific goals or to address common issues. This includes the United Nations, the World Trade Organization, the World Health Organization, the International Monetary Fund, the International Atomic Energy Agency, and the World Bank, among others. Provided, that the international organization is recognized by the Department of Foreign Affairs.
- Parent Agency** – refers to the government agency where the Secondee is appointed.
- Private Sector Organization** – refers to an organization duly organized under the laws of the Philippines or organized under foreign laws, that is owned, controlled, and managed by private individuals or enterprises.
- Recipient Agency** – refers to either a government agency/department or a private sector organization or an international organization where the Secondee will be working during the period of Secondment under a MOA on Secondment and/or bilateral/multilateral agreement.
- Secondee** – refers to an official or employee who is on temporary assignment under the terms and conditions of a MOA on Secondment and/or bilateral/ multilateral agreement.
- Secondment leave** – refers to the leave of absence in the parent agency of the secondee during the period of Secondment.

Section 4. Classification of Secondment

Secondment may be classified as follows:

- Inter-agency Secondment** – refers to the movement from one government agency to another government agency.
- International Secondment** – refers to the movement from one government agency to an international organization or body recognized by the Philippine government.
- Intra-agency Secondment** – refers to the movement from one government agency or bureau to another within the same department or agency attached to it for policy or program coordination.
- Private sector Secondment** – refers to the movement from one government agency to a private sector organization recognized by the Philippine government.

Section 5. Eligibility Criteria

The official or employee shall meet the following criteria to be eligible for Secondment:

- The Secondee must be occupying a second level executive/managerial, professional, technical, or scientific position under permanent status;
- The Secondee has obtained a performance rating of at least Very Satisfactory in the last rating period prior to the Secondment;
- The Secondee has at least three (3) years related work experience and has demonstrated advanced level of competency/ies required for his/her position in the Recipient Agency;
- The Secondee has no pending administrative or criminal case, or must not have been convicted in any administrative case or criminal case involving moral turpitude; and
- The Secondee has no pending service obligation as a result of scholarship or study leave.

Section 6. International Secondment

International Secondment shall be covered by a bilateral/multilateral agreement between the Philippine Government and the government of the receiving country/ies. The bilateral/multilateral agreement shall contain at least the following provisions:

- Objective/s of Secondment;
- Period of Secondment;
- Salaries and benefits;
- Responsibilities of the Parent Agency, Recipient Agency, and the Secondee;

- Termination of the Secondment; and
- Disciplining authority.

Section 7. Private Sector Secondment

Private sector Secondment, which is limited to scientists, engineers, researchers and other science and technology related personnel, shall be covered by Section 11 of Republic Act No. 8439² and its Revised Implementing Rules and Regulations and Item 7.0 of the DBM-DOST Joint Circular No. 1, s. 2013 dated 25 June 2013 (Annex A).

These policies may be applied suppletorily to the abovementioned guidelines on private sector Secondment.

Section 8. MOA on Secondment

The Parent Agency, Recipient Agency, and Secondee shall comply with the following guidelines in the drafting, review, and issuance of the MOA on Secondment:

- The Parent Agency, Recipient Agency, and the Secondee shall be notified in writing of the Secondment initiated by interested party concerned prior to the signing of the MOA on Secondment.
- The Parent and Recipient Agencies shall ensure that the signing officials of the MOA are duly authorized.
- Secondment to a government agency and private sector organization shall be governed by a tripartite MOA among the Parent Agency, the Recipient Agency, and the Secondee. The MOA on Secondment shall contain the following provisions:
 - Objective/s of the Secondment;
 - Period of Secondment;
 - Salaries and Benefits;
 - Responsibilities of the Parent Agency, the Recipient Agency, and the Secondee;
 - Performance evaluation/feedback;
 - Termination of the Secondment;
 - Disciplining authority;
 - Earning of leave credits; and
 - Payment of retirement premium.
- Agencies shall use the prescribed MOA on Secondment (CS Form No. 35, s. 2024) found in Annex B. Agencies are not precluded to include additional provisions in the MOA on Secondment, as may be applicable, subject to Civil Service laws, rules and regulations, budgeting, accounting, and auditing rules and regulations.
- The electronic copy of the MOA on Secondment or bilateral/ multilateral agreement shall be submitted by the Parent Agency to the CSC Regional Office (CSC RO) through the CSC Field Office (CSC FO) concerned within thirty (30) days upon signing thereof by the parties concerned for evaluation, monitoring, and recording purposes. The CSC FO shall record the details of the MOA on Secondment on the service card of the Secondee, particularly the period covered and the position in the Recipient Agency.

In case of delay or non-submission of the electronic copy of the MOA on Secondment to the CSC, the responsible official/s or employee/s who caused such acts, shall be held administratively liable for neglect of duty.

The evaluation of the MOA may result in the following:

- If the MOA is found to be compliant with the rules herein, the CSC RO concerned shall issue the Letter of Approval to the Parent Agency, copy furnished the Recipient Agency and Secondee.
- If during the evaluation of the MOA, the CSC RO concerned notes that there is/are element/s or provision/s therein which is/are in violation of the policies herein, except for Sections 5 and 8 (b), the said MOA on Secondment shall be returned to the Parent Agency through a Letter for Compliance with the advice to amend the same within one (1) month from receipt of notice, copy furnished the Recipient Agency and Secondee. Pending compliance by the Parent Agency within the prescribed period, the MOA on Secondment shall remain effective.

Upon receipt of the amended MOA, the CSC RO concerned shall evaluate the same to determine whether it

fully complies with the herein policies. If the amended MOA is already fully compliant, the CSC RO concerned shall issue the Letter of Approval to the Parent Agency, copy furnished the Recipient Agency and the Seconddee. Otherwise, the CSC RO shall return the amended MOA to the Parent Agency for compliance.

Submission of the amended MOA beyond the prescribed period may be allowed, provided there is a valid justification thereto.

iii. In case of non-compliance after the one (1) month period to amend the MOA on Secondment and submit a copy thereof to the CSC RO concerned, the responsible official/s or employee/s who caused the non-compliance and non-submission of the amended MOA on Secondment shall be held administratively liable for neglect of duty.

iv. If the violation pertains to Sections 5 and 8 (b) herein, the MOA on Secondment shall be disapproved and the CSC RO concerned shall issue a Letter of Disapproval with an advice to the Parent Agency to cease and desist in the implementation of the MOA, copy furnished the Recipient Agency and Seconddee. Any of the parties to the MOA may file a Motion for Reconsideration (MR), treated as an Appeal, to the CSC RO concerned within fifteen (15) days from receipt of the Letter of Disapproval. The CSC RO concerned, within ten (10) days from receipt of the MR, shall forward all the records thereof including its comments to the CSC Central Office for review. If no parties to the MOA file an MR within the reglementary period for filing the MR, the Seconddee shall be reverted to its position in the Parent Agency.

f. The CSC RO concerned shall furnish the Commission on Audit a copy of the approved/disapproved MOA on Secondment for monitoring and record purposes.

g. The Parent Agency shall furnish the Government Service Insurance System a copy of the approved MOA on Secondment.

Section 9. **Period of Secondment**

The following shall be considered in setting the period of Secondment:

a. The Parent Agency and the Recipient Agency shall set the period of Secondment with the concurrence of the Seconddee. The maximum period of Secondment shall be three (3) years inclusive of the concluding or winding-up activities, except as otherwise provided by law or as required under the bilateral/multilateral agreement, in the case of international Secondment.

b. Extension on Secondment for a period not more than three (3) years may be allowed, subject to the approval of the Parent Agency and Recipient Agency with the concurrence of the Seconddee, but only on meritorious grounds, e.g., extension on the completion of project due to uncontrollable factors, and delay in provision of pertinent resources. A written notification may be initiated by any interested party and served to the other parties, including the CSC RO through the CSC FO concerned, six (6) months prior to the end of the period of Secondment. In case of extension, a new MOA on Secondment shall be submitted to the CSC RO through the CSC FO concerned, subject to the guidelines provided herein.

c. The MOA on Secondment shall expressly stipulate that the period of Secondment shall not exceed the retirement age of the Seconddee, except in cases when the Secondment is made to a position with a fixed term or with a coterminous appointment.

Section 10. **Payment of Compensation and Other Benefits**

The Seconddee shall be paid corresponding compensation and shall receive benefits according to the following guidelines:

a. Payment of the salaries, allowances, bonuses, and other benefits of the Seconddee, including government share in Government Service Insurance System, Philippine Health Insurance Corporation, Home Development Mutual Fund, and Employees' Compensation Insurance Fund, shall be borne by the Recipient Agency, unless otherwise provided in the MOA on the Secondment which shall ensure non-diminution of benefits.

- b. The MOA on Secondment submitted to the CSC shall be the basis for payment of salary and other benefits of the Seconddee in the Recipient Agency.
- c. The period of Secondment shall not affect the continuity of the employment of the Seconddee with the Parent Agency. However, the Seconddee shall not earn leave credits from the Parent Agency as he/she shall be considered on Secondment leave from the Parent Agency during the period of Secondment. During the period of Secondment, the Seconddee shall earn leave credits in the Recipient Agency which shall be commutable immediately thereafter and payable by the Recipient Agency. The Seconddee in the private sector or international organization shall enjoy the leave benefits provided by the private sector or international organization, subject to the guidelines thereto.
- d. The Seconddee shall not be entitled to the grant of Step Increment/s Due to Meritorious Performance or Length of Service in the Parent Agency during the period of Secondment since he/she does not perform the actual duties and responsibilities of his/her position in the Parent Agency. The period of Secondment shall not be counted for purposes of Step Increment Due to Length of Service in the Parent Agency. However, the Seconddee may be granted Step Increment Due to Meritorious Performance based on his/her work performance in the Recipient Agency and Step Increment Due to Length of Service if the Secondment has been extended. Provided, that the payment of step increment shall be borne by the Recipient Agency as expressly stated in the provisions of the MOA.

Section 11. **Other Terms and Conditions**

- a. Secondment to a private sector or international organization does not create a gap in the government service of the Seconddee. The services rendered by the Seconddee in the private sector or international organization, in compliance with international commitments of the Philippine government, shall be considered as government service.
- b. Officials and employees of the Parent Agency cannot be seconded to the project or program in the Recipient Agency which receives funds from or has loan agreement with the Parent Agency unless otherwise provided by law.
- c. A Seconded official or employee, who has just completed a Secondment cannot be seconded anew to another recipient agency within one (1) year from the date of completion or termination of the last secondment.
- d. Secondment to mandatory department head positions in LGUs shall require concurrence of majority of all the members of the local sanggunian of the Recipient Agency through a Resolution and compliance with the minimum requirements as provided under R.A. No. 7160.³
- e. The Secondment shall be to the same or higher position that will allow the Seconddee to achieve the objective/s of the Secondment.
- f. The Secondment of an official or employee shall be terminated upon the acceptance by the Seconddee of an appointment to any position in the Parent Agency, Recipient Agency or other agency. In such case, the Seconddee shall notify, in writing, the Parent Agency at least thirty (30) days prior to his/her assumption to duty for said appointment.
- g. The acceptance of a degree scholarship grant by the Seconddee shall terminate the Secondment whether endorsed by the Parent or Recipient Agency.
- h. The Parent Agency may pre-terminate the MOA on Secondment in exceptional cases, such as, state of national emergency, heightened red alert, lack of experts in the Parent agency, and other meritorious cases. The Head of the Parent Agency shall notify, in writing, the Recipient Agency and the Seconddee of such recall of the Secondment within a period not less than thirty (30) days prior to its effectivity, unless a shorter period has been agreed upon.
- i. The Recipient Agency may pre-terminate the MOA on Secondment provided that a written notification is served to the other parties concerned within a period not less than thirty

- (30) days prior to its effectivity, subject to any of the following grounds:
1. Based on evaluation of the Head of Recipient Agency, the objective of the Secondment as provided in the MOA on the Secondment has been attained;
2. Want of capacity or failure of the Seconddee to perform the duties and responsibilities or to deliver the outputs/deliverables as stipulated in the MOA on Secondment; The Recipient Agency shall evaluate the performance of the Seconddee pursuant to its CSC-approved Strategic Performance Management System (SPMS);
3. Unsatisfactory conduct or behavior or failure of the Seconddee to observe propriety in his/her acts, behavior or human/public relations or due to habitual tardiness or absences while performing his/her duties and responsibilities during the period of Secondment;
4. Misrepresentation and fraud committed by the Seconddee as well as the Parent Agency during the period of Secondment; or
5. Breach on the part of the Parent Agency or Seconddee on any provision of the MOA on Secondment.
- j. The Seconddee may pre-terminate the Secondment provided that a written notification is served to the other parties concerned within a period not less than thirty (30) days prior to its effectivity, on any of the following grounds, subject to the validation of the Parent Agency or the Recipient Agency, as may be applicable:
1. Based on the Seconddee's evaluation, he/she has attained the objective of the Secondment as stipulated in the MOA on Secondment, subject to the validation of the Recipient Agency;
2. Failure of the Recipient Agency to perform its responsibilities as stipulated in the MOA on Secondment, subject to the validation of the Parent Agency;
3. Separation from the Parent Agency through resignation or retirement, subject to the validation of the Recipient Agency; or
4. Breach on the part of the Recipient Agency on any provision of the MOA on Secondment;
5. Breach on the part of the Parent Agency on any provision in the MOA, subject to the validation of the Recipient Agency; or
6. Misrepresentation and fraud committed by the Parent Agency or the Recipient Agency.
- k. The Parent Agency shall furnish the CSC FO concerned a copy of the written notice of recall or pretermination of the Secondment not later than thirty (30) days after its effectivity.
- l. Completion of the Secondment shall also be considered as on-the-job training/learning and development of the Seconddee when the objective/s of the Secondment refer to Section 2a, as herein provided.
- m. Agencies may include Secondment in their Agency Human Resource Plan as part of their employee engagement or learning and development strategies.
- n. The authority to discipline the Seconddee is still vested in the appointing authority of the Parent Agency. The authority to discipline includes the determination of the existence of a prima facie case against the Seconddee, issuance of a formal charge, issuance of the order of preventive suspension if the case so warrants, conduct of formal investigation, and rendering of the decision on the administrative case. With respect to the administrative case arising from the acts done by the Seconddee in the Recipient Agency, the Recipient Agency has the right to initiate or file the complaint against the Seconddee with the Parent Agency subject to the provisions of CSC Rules on Administrative Cases in the Civil Service. The Parent Agency may deputize the Legal Officer of the Recipient Agency to conduct preliminary and formal investigation and to make the necessary report and recommendation within five (5) days from the termination of the preliminary investigation, and within fifteen (15) days from the termination of the formal investigation, to be stipulated in the MOA on Secondment.

- o. In case there is a delay or non-submission of the MOA on Secondment to the CSC and the Seconddee has already transferred to the Recipient Agency, the presumption of regularity in the execution of the MOA shall prevail, unless found otherwise. However, the responsible official/s or employee/s who caused the delay or the non-submission of the MOA on Secondment shall be held administratively liable for neglect of duty.
- p. The Seconddee shall officially update (quarterly) the Parent Agency, through a letter coursed through the HRMO, which may be sent electronically, regarding his/her status based on the objectives of the Secondment and his/her whereabouts during the period of Secondment, for monitoring purposes.

Section 12. **Human Resource Action as a Result of the Secondment**

The temporary vacancy created as a result of the Secondment may be filled up through the issuance of a substitute appointment or through a designation in accordance with Civil Service rules and regulations.

Section 13. **Transitory Provision**

Existing MOAs on Secondment prior to the promulgation of these revised policies shall continue to be effective, provided the provisions stipulated therein are consistent and compliant with CSC Resolution No. 061165 dated 05 July 2006. Parent Agencies shall submit said MOAs or contract/s to the CSC FO concerned, within one (1) month after the effectivity of the Revised Policies on Secondment, for recording in the Seconddees' service cards.

However, in case of renewal or forging of new MOA on Secondment, these Revised Policies shall apply.

Section 14. **Repealing Clause**

CSC Resolution No. 061165 dated 05 July 2006, re: Guidelines on Secondment and other issuances inconsistent with these revised policies are hereby repealed or modified accordingly.

Section 15. **Separability Clause**

If any provision of these Revised Policies or the application of such provision to any person or circumstance is declared invalid, the remainder of the policies or the application of such provision to other persons or circumstances shall not be affected by such declaration.

Section 16. **Effectivity**

These Revised Policies shall take effect after fifteen (15) days from completion of its publication in the Official Gazette or in a newspaper of general circulation. Quezon City.

(Sgd.) **ATTY. KARLO A. B. NOGRALES**
Chairperson

(Sgd.) **ATTY. AILEEN LOURDES A. LIZADA**
Commissioner

(Sgd.) **ATTY. RYAN ALVIN R. ACOSTA**
Commissioner

Attested by:

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

¹ CSC MC No. 15, s. 1999 and CSC Resolution No. 061165 dated 05 July 2006.
² Magna Carta for Scientists, Engineers, Researchers and Other Science and Technology Personnel in Government.
³ Local Government Code of 1991.

124th PHILIPPINE CIVIL SERVICE ANNIVERSARY

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CIVIL SERVICE COMMISSION
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