

THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI

Volume 60 No.1

1st Quarter 2019 Issue

Exam 101:
ABOUT THE CS EXAMS

**1ST SEMESTER 2019
COMEX SCHEDULE OUT**

CSC cites women's
role in PH development

CSC records 94.60%
resolution rate for 2018

UNITY IN DIVERSITY:

Female Friendship and the Women of Tagum City's Tribal and Muslim Affairs

Wondering what's up with public sector HR?

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ABOUT THE COVER

What better way to represent the summer than the sunflower?

The *helianthus* or sunflower boasts of 70 species that are mostly native to North America and are popular everywhere else. They thrive both in temperate and tropical regions, and are cultivated both as food crops and as ornamental plants. It gained its name because of its flower head's appearance. With bright yellow ray florets growing around its usually brown or reddish disc floret, the sunflower strongly resembles the sun. The common sunflower can grow up to 10 feet, easily standing out in a field of ornamental plants. It usually follows a three-cycle life span—the vegetative phase when the sunflower is just a young plant, then the reproductive phase when it blooms and matures, and its final phase when it begins to wither and its seeds fall to the ground where they will lie dormant until spring.

Not only does the sunflower remind us of the seasons of life, but of women as well. Women may grow up from different environments and endure different trials, but they will always stand strong and rise up above the challenge. Not only do they bring beauty to life but are also important contributors to society and providers for their own. They touch people in every stage of their life, and even in their final bow they pave the way for a new life cycle to begin.

The photo of sunflowers brightening up our cover was taken at the Northern Blossom farm at Atok, Benguet on 8 March 2019.

References: www.wikipedia.com, www.almanac.com



PUBLIC DOMAIN



The age of social media has greatly empowered clients to reach out to government agencies, air their concerns, submit complaints, or send suggestions and commendations. Now more than ever, it has gotten easier for transparent transactions and interactions. When the CSC launched its Facebook Page in 2016, it provided clients with another venue to send in their queries and concerns.

For this issue, CSC has compiled recent messages and comments received on its FB Page:

Happy FB Client

Salve M.: Quick response by a human (*and not a bot*)... I wasn't expecting it to be that quick, plus my concern was addressed. Good job! I just have a suggestion... hope you can have a mobile number or toll-free number especially for us here in Mindanao (*or from outside Manila*), for easier access. I'm hoping to get a quick response from the email inquiry as well.

CSC: Salamat po. Not a bot. We took note of your suggestion. Meron po kaming mobile numbers that you can text regarding queries on civil service matters, it's 0908-8816565 (Contact Center ng Bayan).

Salve M.: Wow! I'm impressed :-) I was only given an email and landline number kasi... buti naman may mobile... Buti sana lahat ng sangay ng gobyerno ganito ka-efficient. Kudos to you!

Fast Service

John Anthony L.: Went to East Avenue, SSS Branch. It took me like only around 30 minutes to apply! Additionally, I went there a day before the deadline (*today*) and there were still available slots.

CSC: Maraming salamat po sa positibong feedback. Government agencies strive to make its services better each time.

Real Time Response

She B.: Yes, definitely recommended!!! I didn't expect that they will respond as fast as no more than an hour..! Kudos CSC!!!

CSC: Salamat po Ma'am She.

Alejandro M.: The response time is amazingly fast. The page is very helpful especially to people like me who doesn't have the luxury to actually visit the CSC office for inquiries.

CSC: Salamat po sa appreciation ninyo. We will strive to improve the responsiveness of this page.

Listening Ear

Maria C.: Prompt and very helpful. They have attended my inquiry well. One satisfied client here. Kudos to the admin of this page.

CSC: Maraming salamat po.

Trix: Sila lang yata 'yung government agency na matiyagang sumagot sa lahat ng mga tanong ko sa FB chat. Mabuhay po kayo! Cheers!

CSC: Salamat po. Feedback such as this encourages us to be more responsive. God bless po!

Here Comes the Sun

We opened the year 2019 by celebrating our achievements in human resource (HR) management and with a positive mind and attitude, we look forward to another year of pursuing HR developments. This year, the sun will be beaming down on our bureaucracy. With a bright outlook and the lessons we acquired from the previous year, we march throughout 2019 with the learnings and experiences of the past. On page 30, we present a summary of CSC's achievements in varied areas of HR, including policy development and implementation, improvement of public service delivery, administration of quasi-judicial functions, exam administration, agency empowerment, and learning and development, among others.

In celebration of Women's Month, we are featuring the all-women team of the Tribal and Muslim Affairs, a 2018 CSC *Pagasa* group awardee, whose achievements in cultural preservation and empowerment shined in Tagum City, Davao

del Norte. Read their story on page 26. We also discuss the newly signed 105-Day Expanded Maternity Leave Law on page 34.

As we welcome a new year, a new exam calendar was also disclosed by the Commission. Information on the civil service examinations is readily available at our Public Assistance Center and our Facebook page. In this issue, we bring you a new section, *Exams and Eligibilities*, for easy reference to exam-related articles. We are also featuring Exam 101 on page 18, a quick guide for future examinees.

We hope that you enjoy this issue as you enjoy the sunny vibe of summer!

ALICIA dela ROSA-BALA
Chairperson

THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI

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Comments and suggestions on the newsletter as well as articles and other manuscripts for consideration in future publications are welcome.

Contributions must be submitted to the *CS Reporter*, Civil Service Commission, Constitution Hills, Diliman, Quezon City, with telephone number (02) 931-4180, and email address csc.pmr@ateneo.edu.

CSC cites women's role in PH development

CSC Chairperson Alicia dela Rosa-Bala addresses the men and women of the CSC during the 2019 Women's Month kick off ceremony at the Central Office. She also led a ceremonial lighting of the torch to symbolize the Commission's support to women's rights, and to workplace inclusivity and diversity.



As it joins the nation in celebrating March as the National Women's Month, the Civil Service Commission (CSC) highlighted the role of women in governance and nation building.

"The Women's Month celebration emphasizes that women should not only be active drivers in bringing about positive changes; they should be able to reap from the fruits of development efforts as well," CSC Chairperson Alicia dela Rosa-Bala said.

Progress

The chairperson also stated that the CSC continues to craft and implement human resource policies that consider gender dimensions and use the gender lens. This resulted to the establishment of mechanisms promoting progressiveness and inclusivity in the public sector.

Through the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM, a program through which the CSC assesses, assists, and rewards government agencies based on the maturity level of their four human resource systems—namely, recruitment, selection, and placement; performance management; learning and development; and rewards and recognition—agencies are encouraged to undertake workforce diversity analysis, including male-female ratio, toward developing a long-term workforce plan.

Meanwhile, as a quasi-judicial body, the Commission has been active in resolving sexual harassment cases since

the issuance of Memorandum Circular No. 19, entitled Anti-Sexual Harassment Policy in the Workplace, back in 1994. As of December 2018, there have been 180 sexual harassment cases filed with the CSC, with 59 of the cases resulting to the dismissal of the offender, and 18 to suspension.

Pursuing Gender Balance

According to the CSC's Inventory of Government Human Resources, the government workforce is comprised of 60% women, or 1,096,164 females as compared to 738,954 males, in 2017.

However, there is still underrepresentation of women in third level positions, which include the positions of undersecretary, assistant secretary, bureau director, and regional director. CSC Commissioner Aileen Lourdes A. Lizada called for stricter compliance with Republic No. 9710 or the Magna Carta of Women, which mandates the adoption of special measures for the incremental increase of women in third level positions in the civil service until a 50-50 gender balance is achieved.

"The Commission, as a collegial body, is composed of a chairperson and two commissioners. We have Chairperson Alicia dela Rosa-Bala and me, but how about other government agencies? The higher ranks in government are still male-dominated with 57% males holding third level positions," said Commissioner Lizada.

She underscored that as the CSC strives to bring gender balance to the bureaucracy, other sectors or levels in government should follow suit by providing a viable environment for working women, especially for female leaders.

CSC welcomes Commissioner Lizada



CSC Commissioner Aileen Lourdes A. Lizada (2nd from L) stands before the Commission on Appointments during the confirmation of her ad-interim appointment last 6 February 2019, while Senate President and Commission on Appointments Chairperson Vicente C. Sotto III congratulates her.

The Civil Service Commission (CSC) welcomed the Commission on Appointments' confirmation of Atty. Aileen Lourdes A. Lizada as its new commissioner. Her term will expire in 2025.

"Government service is both an honor and a privilege," the new CSC commissioner said as she expressed that she will include among her priorities the retirement program for state workers.

Commissioner Lizada pointed out the need to re-invigorate the civil service, re-instill the value of service and integrity among the 1.5 million civil servants. She said that she will work toward "*gawing lingkod bayani ang bawat kawani*".

She also vowed strict monitoring of work performance through individual performance commitment reports and qualification standards, adding that the Ease of Doing Business and Efficient Government Service Delivery Act or Republic Act No. 11032 will be an important tool to improve public service delivery.

"We need a game changer like her," said Senator Grace Poe in her sponsorship speech. She also cited Commissioner Lizada as a paragon of excellence and integrity.

CSC Commissioner Lizada served the Office of the Ombudsman in Mindanao for 12 years where she was known as a staunch "crime buster and anti-graft lawyer" before her transfer to the Land Transportation Franchising and Regulatory Board or LTFRB. Assuming higher responsibilities as board member of LTFRB, she was known to uphold the truth and fight corruption.

The CSC is a constitutional commission headed by a three-member collegial body composed of a chairperson and two commissioners. It is mandated to promote morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the Civil Service.

CSC calls for timely release of public school teachers' salaries

Appointees who have taken their oath of office and assumed the duties of the position are entitled to receive their salaries.

This was clarified by the Civil Service Commission (CSC) in light of the delay in the issuance of salaries of newly-hired teachers, allegedly because their appointments have not yet been approved by the CSC.

"The appointment issued by the agency is enough to warrant the release of the appointee's salaries and wages. Thus, the Commission urges the Department of Education to release their salaries immediately," said CSC Chairperson Alicia dela Rosa-Bala.

Section 17, Rule VI of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions, Revised July 2018, reads in part: "If the appointee has taken his/her oath of office and assumed the duties of the position, he/she shall be entitled to receive his/her salary at once without waiting the approval/

validation of his/her appointment by the Commission." Further, the policy states, "The appointment shall remain effective until disapproved/invalidated by the Commission."

The CSC said this has been the policy since 1998 when the CSC issued Memorandum Circular No. 40, s. 1998 or the Omnibus Rules on Appointments and Other Personnel Actions.

Similarly, Commission on Audit Chairperson Michael G. Aguinaldo, in a letter to the Commission dated June 21, 2017, clarified that when it comes to the disbursement of salaries, the requirement "Certified true copy of duly approved appointment" shall mean "an appointment duly approved or signed by the agency's authorized appointing official and does not refer to the appointment signed by the CSC."

Chairperson Bala said, "The Commission is one with the public school teachers in their clamor for complete and timely payment of salaries in remuneration for their service."

CSC in public forum for Ease of Doing Business Act

The Civil Service Commission (CSC) participated in the Public Consultation for the Implementing Rules and Regulations (IRR) of Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act", held 13 February 2019 at the Philippine International Convention Center, Pasay City and organized by the Anti-Red Tape Authority (ARTA).

"The public consultation is held to gather sentiments, opinion, and recommendations to craft an IRR that is participatory and responsive to the needs of clients and stakeholders," said ARTA Officer-in-Charge Ernesto V. Perez in his welcome message during the event.

Chairperson Alicia dela Rosa-Bala, in her closing remarks, cited the gains made in the ten-year implementation of R.A. 9485 or the Anti-Red Tape Act of 2007, and expressed the CSC's continuous support to the government's campaign to end red tape and promote public service excellence.

"We are here to collaborate with the Anti-Red Tape Authority, the Ease of Doing Business and Anti-Red Tape Advisory Council, and all government agencies in our common goal to achieve ease of doing business and efficient government service delivery toward customer satisfaction," she said.

CSC in public forum for Ease of Doing Business Act



Chairperson Alicia dela Rosa-Bala sits down with officials to discuss the importance of the new law in improving public service delivery in the country.



Chairperson Bala with fellow speakers during the Public Consultation for the Ease of Doing Business and Efficient Government Service Delivery Act of 2018



CSC Commissioner Aileen Lourdes A. Lizada (left), Assistant Commissioner Ariel G. Ronquillo (center), and Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata (right) confer on the features of RA No. 11032 during the said event.



In his keynote message, Atty. Michael P. Ong, Senior Deputy Executive Secretary of the Office of the Executive Secretary, encouraged government workers to follow a simple rule—to step back and imagine being in the place of the client or applicant. "This will encourage us to be more sensitive and responsive to the needs of the public," he said. He also encouraged government agencies to work together in breaking down barriers that threaten the entrepreneurial spirit of Filipinos. "RA No. 11032 is a landmark legislation to unleash an entrepreneurial mindset among Filipinos," said Atty. Ong.

Observe prohibition on movement, hiring during election period - CSC

As the election season progresses, Civil Service Commission (CSC) Chairperson Alicia dela Rosa-Bala reminded government agencies nationwide to comply with the prohibition on the transfer or movement of officers and employees in the civil service from 13 January to 12 June 2019 as mandated by Commission on Elections (COMELEC) Resolution No. 10429 dated 1 October 2018.

As an election offense, Section 261 (h) of the Omnibus Election Code (BP Blg 881) provides that *“Any public official who makes or causes any transfer or detail whatever of any officer or employee in the civil service including public school teachers, within the election period except upon prior approval of the Commission.”*

Meanwhile, beginning 29 March until 12 May 2019, government agencies are prohibited from appointing or hiring new employees, creating new positions; promoting or giving of salary increases, remuneration or privileges.

Section 261 (g) of the Omnibus Election Code (BP Blg 881) states, *“During the period of forty-five days before a regular election, (1) any head, official or appointing officer of a government office, agency or instrumentality, whether national or local, including government-owned or controlled corporations, who appoints or hires any new employee, whether provisional, temporary or casual, or creates and fills any new position, except upon prior authority of the COMELEC. The COMELEC shall not grant the authority sought unless, it is satisfied that the position to be filled is essential to the proper functioning of the office or agency concerned, and that the position shall not be filled in a manner that may influence the election.”*

Further, *“as an exception, a new employee may be appointed in case of urgent need, provided that notice of the appointment*

**WE ARE OBSERVING
THE HIRING BAN.**

is given to COMELEC within three days from the date of the appointment. Any appointment or hiring in violation shall be declared null and void.”

Any government official who promotes, or gives any increase of salary or remuneration or privilege to any government official or employee, including those in government-owned or controlled corporations may be considered guilty of an election offense.

The CSC also reminds government agencies to observe Section 112 of the Omnibus Rules on Appointments and Other Human Resource Actions which prohibits all appointments after an election until 30 June by outgoing elective officials unless all the following requisites relative to their issuance are met:



1. The appointee meets the approved minimum qualification standards or qualification standards required under special law, if any, for the position to which he/she was appointed;
2. The appointee has undergone the Human Resource Merit Promotion and Selection Board (HRMPSB) screening prior to the election ban. In this case, the appointing officer/authority or agency shall submit the minutes of the HRMPSB meetings and the evaluation report of the applicants;
3. There is an urgent need for the issuance of the appointment/s so as not to prejudice public service or endanger public safety; and
4. Civil Service Law, rules and regulations and special laws, if any, on the issuance of appointments are followed.

CCB records 94.60% resolution rate for 2018

"Salamat sa pagtugon sa aming hinaing. Sa totoo lang, nawawalan na kami ng pagasa dahil mahigit 3-buwana ang nakakaraan ay wala pa ring linaw ang aming hinaing kaya kami ay lumapit na sa contactcenterngbayan.gov.ph. Salamat din sa pamunuan at tauhan ng contactcenterngbayan.gov.ph na tumulong sa amin na kundi dahil sa kanila ay di magkakaroon ng linaw ang aming hinaing." (Ticket Reference Code: IRN0225983)

Thus wrote a customer from PhilHealth, who sought the assistance of the Contact Center ng Bayan (CCB) on the release of his medical reimbursement. This was just among the many individuals whose concerns were assisted by the CCB.

The CCB is the feedback mechanism of the Civil Service Commission (CSC) that provides the transacting public with different platforms to send in their complaints, commendations, or suggestions on public service: via hotline 1-6565 (PLDT), via text at 09088816565, and via email at email@contactcenterngbayan.gov.ph. The CCB website, www.contactcenterngbayan.gov.ph, is likewise available.

CCB receives reports from the public, which are either resolved at the level of the CSC, or referred to concerned agencies for appropriate action. To ensure quick response from agencies, CSC works with designated *Bilis Action Partners* or BAPs. Action taken on referrals is reported to customers within the day of receipt from agencies, while unresolved referrals are followed-up regularly.

In terms of performance, CCB has recorded a very satisfactory resolution rate of 94.60% of the 109,136 transactions it has attended to as of December 31, 2018. This reflects the high response rate and quick action of government agencies on referrals sent to them. The remaining unresolved reports are currently being addressed.

The Bureau of Internal Revenue and the Land Bank of the Philippines emerged as the top performers among national government agencies, with 100% resolution rate.



For local government units, the City Governments of Pasay, Mandaluyong, Tacloban, and Zamboanga each achieved a 100% resolution rates, showing their strong commitment to responsiveness for their constituents.

For the whole year of 2018, CCB data shows that almost half or 47.52% of the CCB transactions were on queries on procedures and requirements to avail services of the government, as well as processing time. Complaints, which were at 33.52%, comprise reports on slow process, discourteous frontliners, failure to act on requests, and non-observance of no noon break, among others. The top three agencies with most number of complaints were Land Transportation Office (LTO), Social Security System (SSS), and Bureau of Internal Revenue—all of which had 'slow process' as the top complaint based on their customer's feedback lodged through the CCB.

CCB remains a collaborative effort between the CSC, government agencies, and the public in taking action on complaints, taking stock of suggestions, and giving due recognition for excellent public service. Feedback received from the public gives the agency a sense of how their frontline operations are measuring up to customer expectations.



CSC Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata (leftmost) discusses with GMA News TV's Susan Enriquez how citizens may send their reports, suggestions, or commendations on government frontline offices to the Contact Center ng Bayan, as new CSC Commissioner Aileen Lourdes A. Lizada (3rd from L) observes.

Launched in 2012, CCB has evolved into a fully operational facility housed within the CSC and managed by the Commission.

The facility was also tapped to start up the operations of the Citizen's Complaint Hotline or Hotline 8888 of the Office of the President from August 1, 2016 to November 3, 2017. During this time, CCB operated 24/7 with an expanded work force to cater to numerous calls to Hotline 8888. Now, the CCB is back to its regular operations.

The establishment of the CCB was anchored on the provisions of Republic Act No. 9485, or the Anti-Red Tape Act (ARTA) of 2007. According to its implementing rules and regulations, government agencies are mandated to "institute hotline numbers, short message service, information communication technology, or other mechanisms by which the clients may adequately express their complaints, comments, and suggestions". With the passage of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the ARTA was amended, but all government agencies remain mandated to establish feedback mechanisms that should be included in their annual reports. CCB also takes on an added role on information dissemination as part of the CSC's roles under the law.

Further, there is an ongoing assessment of the ARTA Program implementation initiated by the United Nations Development Programme Philippines (UNDP) and the National Economic and Development Authority (NEDA). Said assessment analyzed CCB data and recommended enhancements based on research results.

The CSC also received the Award of Merit (Division 2: Communication Management-Category 15: Customer Relations) during the 2014 Philippine Quill Awards for its communication campaign to promote the CCB as the government-wide feedback mechanism. The Quill Award is given by the International Association of Business Communicators (IABC) Philippines to companies that have achieved the highest global standard for business communication practices.

The CCB continues to ensure efficient delivery of its service to the public by sustaining prompt action on citizens' concerns and continuing collaboration with government agencies. Through its website www.contactcenterngbayan.gov.ph, the CCB will also publish resolution rates of government agencies, including their average response time to CCB referrals, which should not be beyond three (3) days pursuant to RA No. 11032.



No to partisan political activities for gov't workers

"No officer or employee in the civil service, as well as any member of the military, shall engage, directly or indirectly, in any electioneering or partisan political activity, except to vote."

This reminder was issued by Civil Service Commission (CSC) Chairperson Alicia dela Rosa-Bala in line with preparations for the May 13 national and local elections.

As stated in Section 261 (i) of the Omnibus Election Code (Intervention of Public Officers and Employees), "Any officer or employee in the civil service, except those holding political offices; any officer, employee, or member of the Armed Forces of the Philippines, or any police force, special forces, home defense forces, barangay self-defense units and all other para-military units that now exist or which may hereafter be

organized who, directly or indirectly, intervenes in any election campaign or engages in any partisan political activity, except to vote or to preserve public order, if one is a peace officer, shall be guilty of an election offense."

An advisory on Electioneering and Partisan Political Activity issued through CSC Resolution No. 1600298 dated 29 March 2016 reiterates that the prohibition aims to ensure that government workers will remain focused on the affairs of the government, do away with the spoils system, and shield public service from political influences.

The CSC, however, clarified that government workers may still express views on political matters. Section 124 of the Omnibus Rules on Appointments and Other Human Resource

Actions states, "Nothing herein provided shall be understood to prevent any officer from expressing views on current political problems or issues, or from mentioning the name of candidates for public office whom he/she supports. Public officers and employees holding political offices may take part in political and electoral activities but it shall be unlawful for them to solicit contributions from their subordinates or subject them to any of the prohibited acts in the Omnibus Election Code."

Further, CSC Memorandum Circular (M.C.) No. 30, s. 2009 enumerated the following as partisan political activities, acts designed to promote the election or defeat of a particular candidate/s to a public office:

- a. Forming organizations, associations, clubs, committees, or other groups of persons for the purpose of soliciting votes and/or undertaking any campaign for or against a candidate;
- b. Holding political caucuses, conferences, meetings, rallies, parades or other similar assemblies, for the purpose of soliciting votes and/or undertaking for or against the election of any candidate for public office;
- c. Making speeches, announcements or commentaries, or holding interviews for or against the election of any candidate for public office;
- d. Publishing or distributing campaign literature or materials designed to support or oppose the election of any candidate; or
- e. Directly or indirectly soliciting votes, pledges, or support for or against a candidate;

In addition, being a delegate to any political convention, or a member of any political committee or directorate or an officer of any political club or other similar political organizations; making speeches or publications to draw political support in behalf of any particular party or candidate for public office; soliciting or receiving contribution for political purposes, either directly or indirectly; and becoming publicly identified with the success or failure of any candidate/s or party/ies are also considered partisan political activities and are grounds for disciplinary action.

CSC Memorandum Circular No. 9, series of 1992 also identifies the following as prohibited acts:

- a. Using government vehicles in attending political caucuses, conferences, meetings, rallies, parades, or other similar assemblies/activities conducted by a political party or candidates;
- b. Posting and distributing of campaign materials/leaflets/banners/stickers designed to support or oppose the election of any candidate;
- c. Wearing of t-shirts or pins, caps, or any other similar election paraphernalia bearing the names of the candidates and/or political party except as authorized by the Commission on Elections;
- d. Registering as a member of any political club/party or any other political organization;
- e. Being a watcher for a political party or candidate during the election;
- f. Consistent presence in political rallies, caucuses of, and continuous companionship with certain political candidates and/or political party is said political activities, causing an employee to be closely identified with such candidate and/or with political party;
- g. Giving personal financial or other monetary contribution, supplies, equipment, and materials for the benefit of a candidate and/or political party;
- h. Utilizing properties, supplies, materials, and equipment of the government for political purposes;
- i. Any other circumstances that may be considered analogous with that of the aforementioned.

Those who will be found guilty of engaging directly or indirectly in partisan political activities will be meted with a penalty of one (1) month and one (1) day to six (6) months suspension for the first offense; and dismissal from the service for the second offense according to the 2017 Rules on Administrative Cases in the Civil Service or 2017 RACCS (CSC Resolution No. 1701077 dated 3 July 2017).

CSC Quality Management System re-certified to ISO 9001:2015



The Commission en banc receives the ISO 9001:2015 re-certification award from TÜV Rheinland Philippines, Inc. Managing Director Tristan Arwen Loveres during the awarding ceremony held last 21 January 2019 at the CSC Resource Center Auditorium in Quezon City.

The Civil Service Commission (CSC) Quality Management System has been re-certified to ISO 9001:2015 by TÜV Rheinland Philippines, Inc., after a successful re-certification audit conducted last 17 to 18 October 2018.

"The re-certification is an indication that the Commission cultivates a culture of excellence," said CSC Chairperson Alicia dela Rosa-Bala.

Five core functions re-certified are Cases Adjudication, Examination, Appointments Processing, Provision for External Learning and Development Service, and Accreditation and Registration Services for Employees' Organization. The certification is valid until 13 February 2022.

CSC's support processes have also been re-certified including Customer Feedback; Performance Monitoring and Evaluation; Procurement, Preventive Maintenance of Equipment, and Transport Service; Qualification Standards Formulation and Evaluation; Recruitment; Communications Management with ICT Maintenance; Internal Audit; and Documents, Records, References, and Forms Control.

TÜV Rheinland Philippines, Inc. Managing Director Tristan

Arwen Loveres congratulated the CSC, "I remembered a few years ago (2012) when we first awarded the ISO 9001:2008 certificate to CSC, we emphasized that your quality journey toward quality excellence does not end with an award or a certificate, and true enough, with your hard work and dedication, you have not only maintained your QMS certification, but have continually improved."

CSC Chairperson Alicia dela Rosa-Bala, Commissioner Leopoldo Roberto W. Valderosa Jr., and Commissioner Aileen Lourdes A. Lizada received the ISO certificate from TÜV Rheinland Philippines, Inc. Managing Director Loveres and Customer Care Representative for CSC Jimalaya Quizon during awarding ceremony held last 21 January 2019 at the CSC Resource Center Auditorium in Quezon City.

The ISO certification supports CSC's vision of being globally recognized as a center of excellence for strategic human resource and organization development.

CSC QMS has been originally certified to ISO 9001:2015 by TÜV Rheinland Philippines, Inc. on 10 November 2017 following a successful surveillance audit conducted last 5 to 6 October 2017 at the CSC Central Office, Quezon City.

EXAMS AND ELIGIBILITIES

1ST SEMESTER 2019 COMEX SCHEDULE OUT

The Civil Service Commission (CSC) has set 13 schedules of the Computerized Career Service Examination (COMEX) for the first half of 2019.

Nine (9) examinations were scheduled at the CSC Central Office in Batasan Hills, Quezon City and four (4) exam schedules for the regional offices were announced.

CSC COMEX is the computerized mode of administration of the Career Service Examination in addition to the traditional pen and paper test held twice a year.

The CSC Central Office already held the COMEX on 29 January; 12 February; 26 March; and 23 and 30 April for the Professional Level, and on 19 February for the Subprofessional Level. The remaining schedules include 15 and 21 May, and 11 June for the Professional Level. For the CSC Regional Offices, the COMEX is set on 9 May and 7 June for Professional Level (an exam for the Subprofessional Level was already held last 21 February). Online reservation opens four (4) working days prior to the date of examination and starts at 10 a.m. for the Central Office and 8 a.m. for the Regional Offices.

Examination schedules under the CSC Regional Offices only include CSC ROs joining the scheduled date of examination. The CSC strongly advises the applicants to check the “Testing Center and Personal Appearance Venue” indicated in the Examination Schedule page before making a reservation.

The CSC reminds applicants that the number of examination slots is very limited, thus, may be taken and filled up in a matter of minutes. In the event that the slot counter reached a negative count, all affected examinees will no longer be accepted.

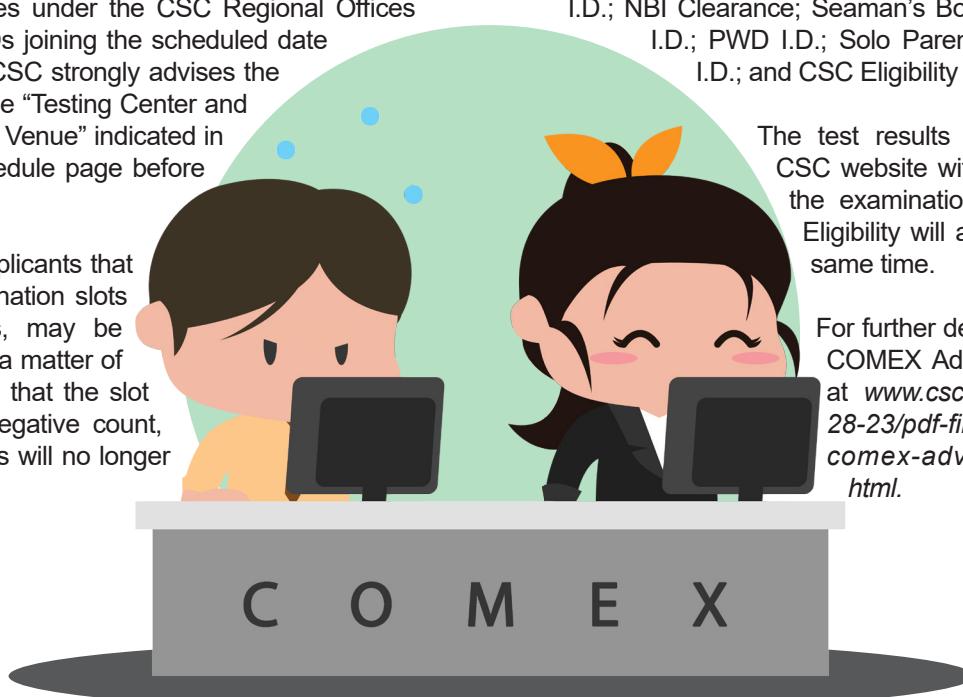
As a rule, applicants must not have taken the same level of Career Service Exam being applied for, either through the Pen and Paper Test (PPT) mode or the COMEX mode, within three (3) months before the date of examination.

To apply for COMEX, an individual must create a user account in the COMEX website, www.comex.csc.gov.ph/user. Once activated, the user will have access to the Examination Schedules and may reserve an examination slot through the COMEX Reservation website (erpo.csc.gov.ph/comexreservation/user).

Once a reservation has been made, an applicant should personally submit an original and photocopy of a valid I.D. card and pay the examination fee of Php680 to the designated CSC Office on the scheduled date and time. Accepted I.D. cards are Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit; Passport; PRC License; SSS I.D.; GSIS I.D. (UMID); Voter's I.D./Voter's Certification; BIR/Taxpayer's I.D. (ATM type/TIN card type with picture); PhilHealth I.D. (must have the bearer's name, clear picture, signature, and PhilHealth number); Company/Office I.D.; School I.D.; Police Clearance/Police Clearance Certificate; Postal I.D.; Barangay I.D.; NBI Clearance; Seaman's Book; HDMF Transaction I.D.; PWD I.D.; Solo Parent I.D.; Senior Citizen's I.D.; and CSC Eligibility Card.

The test results will be posted in the CSC website within one (1) week after the examination. The Certification of Eligibility will also be available at the same time.

For further details, please read CSC COMEX Advisory No. 17, s. 2018 at www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/1599-csc-comex-advisory-no-01,-s-2019.html.



Exam 101

About the CS Exams

To uphold merit and fitness in recruitment, the Civil Service Commission (CSC) conducts regular and special civil service examinations (CSE). The CSE has two levels, Professional and Subprofessional Levels.

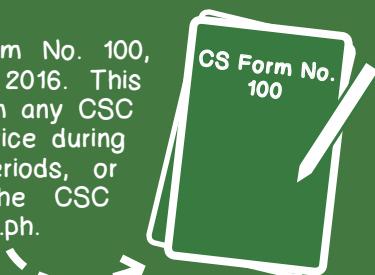
The civil service eligibility resulting from passing the Professional Level is called Career Service Professional Eligibility. It is a second level eligibility appropriate for both first level (clerical) and second level (technical) positions in the government that do not involve practice of profession and are not covered by special/other laws. The second level includes professional, technical, and scientific positions that involve professional, technical, or scientific work in a non-supervisory or supervisory capacity requiring at least four years of college work up to non-presidential appointee managerial level positions.

The civil service eligibility resulting from passing the Subprofessional Level is called Career Service Subprofessional Eligibility. It is a first level eligibility appropriate only for first level (clerical) positions in the government that do not involve practice of profession and are not covered by special/other laws. The first level includes clerical, trades, crafts, and custodial service positions which involve non-professional or subprofessional work in a non-supervisory or supervisory capacity requiring less than four years of collegiate studies.

The CSE is conducted via two modes: Paper-and-Pencil Test (PPT) and Computerized Examinations (COMEX).

Applying for the CS Exams

The application process will depend on the mode of exam that the examinee will choose.

1. Fill out the CS Form No. 100, Revised September 2016. This may be sourced from any CSC Regional or Field Office during exam application periods, or downloaded from the CSC website, www.csc.gov.ph.
2. Complete the required documents for submission: original and photocopy of valid identification card with photo and date of birth (refer to the Unified List of Valid ID Cards posted on the CSC Facebook Page and website), four recent passport size photos, and examination fee of Php500.
3. Submit your fully accomplished form and documentary requirements at any CSC Regional or Field Office nearest you. Remember that you have to apply where you intend to take the exam. For example, if you intend to take the exam within the National Capital Region, then submit your application to any of its Regional or Field Offices. The CSC also releases a list of Testing Centers so that applicants know what areas the exams will be held. Applicants should consider this in deciding where to file their applications.



The CS Reporter is doing a series on exam guidelines to help examinees know what to do before, during, and after taking the Civil Service Examinations (CSE). As a starter, we will take a look at the CSE as one of the most recognizable functions of the Civil Service Commission (CSC).



4. Wait for the release of the Online Notice of School Assignments (ONSA) at the CSC website to know the exact address of your exam venue. The ONSA is released around two weeks before the date of exam. If you have questions about your venue or room assignment, coordinate early with your CSC Regional or Field Office. Examinees are also encouraged to do ocular visits of their venue to avoid being lost or late on exam day.
5. Standby for further announcements such as exam updates, postponement or cancellations, and other advisories. Official updates may be viewed via the CSC Facebook Page, CSC website, media interviews with CSC officials, or sourced via direct inquiries from your CSC Regional or Field Office. *Do not rely on unofficial information that come from unofficial sources.*

For the COMEX, the application process consists of the following steps:

1. Create a user account in the COMEX website, www.comex.csc.gov.ph/user.
2. Activate your account. Once activated, you will have access to the examination schedules and venues.

3. Select your preferred examination schedule and venue

4. Reserve an examination slot through the COMEX Reservation website erpo.csc.gov.ph/comexreservation/user.

5. Personally submit an original and photocopy of a valid I.D. card and pay the examination fee of Php680 to the designated CSC Office on the scheduled date and time.



6. Standby for further announcements such as exam updates, postponement or cancellations, and other advisories. Official updates may be viewed via the CSC COMEX website, or sourced via direct inquiries from your CSC Regional or Field Office. *Do not rely on unofficial information that come from unofficial sources.*

ARE YOU QUALIFIED?

Make sure you are qualified to apply. You should:

- be a Filipino citizen
- be at least 18 years old at the time of application
- not have taken the same level of the CS Exams, either through PPT or COMEX, within three months before the date of examination

For detailed qualifications, refer to www.csc.gov.ph or the back page of the CS Form 100.

Wondering what to do before an exam? Watch for the next EXAM 101, which will be published on the next issue of the CS Reporter.



Northern Mindanao HR practitioners prepare for rewards and recognition

More than a hundred human resource management officers and practitioners, Program on Awards and Incentives for Service Excellence (PRAISE) committee members, and technical writers from Northern Mindanao participated in the course on rewards and recognition in the workplace, and workshop on writing effective nominations.

The two-day Seminar-Workshop on PRAISE and Honor Awards Program (HAP) was conducted on 27 to 2 February 2019 at the Grand Caprice Restaurant, Lim Ket Kai Center, Cagayan de Oro City.

Director II Cosette Maglasang-Mundo from the CSC Field Office for Misamis Oriental facilitated the discussions on PRAISE and its guidelines. She presented CSC Memorandum Circular No. 1, s. 2001, which cited that at least five percent (5%) of the Human Resource Division (HRD) funds will be allocated as PRAISE funds. The said funds will be used to acknowledge accomplishments and encourage high performance and productivity of government officials and employees.

Aside from PRAISE guidelines, the 2019 Search for Outstanding Government Workers was also discussed, including tips on how to write effective nominations which highlight nominees' accomplishments.

Dr. Maria Angeles D. Hinosolango from the University of Science and Technology in Southern Philippines (USTP), one of the resource speakers on Writing Effective Nominations, emphasized the need to clearly present the reasons why a nominated public official or employee deserves recognition. Nominations should also be well-written and appealing by giving concrete details, and being direct to the point.

"Always remember the word KISS: Keep it short and simple," she repeatedly said.

Furthermore, as part of the Learning Application Plan, participants were encouraged to submit their agency's nomination following the guidelines and tips presented during the said seminar-workshop.

CSC Caraga continues to train HR practitioners



More than 50 HR practitioners attended CSC Caraga's orientation for the 2019 Search for Outstanding Government Workers in preparation for nomination deadline on 31 March 2019.

To continue preparing its human resource (HR) practitioners for transitioning to strategic HR management, CSC Caraga regularly conducts trainings. For the first quarter of 2019, the Regional Office offered two foundational courses: the Introductory Course on Strategic Human Resource Management (SHRM) and Basic Customer Service Skills (BCSS). A total of 95 participants attended the course offerings.

The Regional Office also conducted a series of trainings on the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-

HRM) to help agencies meet the indicators for HR Maturity Level 2 (Integrated HRM). The series included Four Core HR Systems, Performance Management, Project Management, and Recruitment and Selection Management. The series was held in Butuan City with 101 participants.

For the area of rewards and recognition, CSC Caraga also held an orientation on the 2019 Search for Outstanding Government Workers to help HR practitioners in the preparation of nomination folders for potential awardees in their respective agencies. This was done in support of the Honor Awards Program.



The Council of Regional HR Officers in Region IV convene to learn more about Strategic HR concepts and practices. The annual conference was organized by CSC Regional Office IV, headed by Director IV Karin Litz P. Zerna (front row, middle).

Region IV HRMPs annual conference highlight strategic HR

The Regional Council of Human Resource Management Practitioners (RCHRMP) in Region IV held its 26th Annual Conference at the Sta. Rosa Sports Complex in Sta. Rosa, Laguna. This was led by Civil Service Commission Regional Office IV (CSC RO IV) headed by Director IV Karin Litz P. Zerna.

Sta. Rosa Mayor Danilo Ramon S. Fernandez welcomed the participants to his city, while Laguna Governor Ramil L. Hernandez and Representative Arlene Arcillas-Nazareno also graced the event.

Themed *Strategic HRMPs: Excite, Experience, Explore, Empower*, the three-day conference was designed to engage participants with HR trends, best practices, and other updates in civil service matters. The first day, *Excite*, started off with the topic *Public Service Values Series: Cultural Integration in the Workplace* by Civil Service Institute subject matter expert Mr. Mark Malitan, and facilitated by CSC Field Office-Palawan Director II Marissa Barba. The rest of Day 1 was dedicated to benchmarking sessions with various private companies.

Day 2, *Explore/Experience*, featured the *Personal Development Series: Leading with Integrity and Dignity* by Bureau of Jail Management and Penology Department Director Ma. Annie

A. Espinosa; *HR System Series: Best Practices/Innovation on Recruitment, Selection, Placement* by City Government of Tanauan, Batangas subject matter expert Ms. Jacqueline A. Landicho; and *Technical HR Competency Building Series: Metrics and Analytics of HR* by TaskUs, LLC Vice President for Culture Ms. Isabel Bernal. Meanwhile, CSC Regional Office IV Acting Director II Charity F. Arevalo and CSC Field Office-Quezon Director II Jacinto C. Mateo III facilitated the *Conversation with Agencies Series* featuring the Government Service Insurance System, Home Development Mutual Fund, and Philippine Health Insurance Corporation.

On Day 3, *Empower*, Civil Service Institute Executive Director Arthur Luis P. Florentin led the *Leadership Competency Series: Creating and Nurturing High Performing Organization* while Human Resource Relations Office Director IV Cecilia dela Fuente led the *Public Service Unionism: Employee Relations Forum*. CSC RO IV Legal Service Division Chief Attorney IV Rivah J. Villalon closed the forum with updates from the CSC.

The annual conference provides the region's HRMPs with the knowledge, tools, and support they need to better serve their agencies as the Philippine government transitions to strategic HR.



Policy and Progress of Public Administration in the Philippines: Challenges and Future in the Philippine Civil Service System*

*Part I of excerpts from the paper presented by CSC Chairperson Alicia dela Rosa-Bala at the 2019 Korea Research Institute-Office for Public Sector Development Commission-Thailand Reform Policy Symposium and Regional Workshop Nusa Dua Convention Center, Bali, Indonesia on 13-15 March 2019

Introduction

The Philippines has been on a journey toward sustainable development for almost three decades. Every administration has its own roadmap and strategies. From instituting anti-poverty reforms to developing anti-corruption policies to establishing economic measures to drive inclusive growth, the Philippines went through a lot of challenges and successes in pushing for efficient public administration. The strategies employed by the Philippine Government boil down to effective governance. While the nation faced difficulties in introducing reforms, the more challenging task is sustaining these reforms even during transition between old and new administrations.

The same challenge is posed to government institutions like the Philippine Civil Service Commission (CSC). As the central human resource agency of the Philippine government, the CSC is “constitutionally mandated to promote morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the Civil Service”...

...While the CSC's mandate places premium on human resource management and development, its mandate extends to administrative governance and anti-corruption initiatives. A key measure of efficiency and effectiveness in the implementation of human resource policies in the bureaucracy is the Strategic

Chairperson Alicia dela Rosa-Bala addresses representatives and presents a country paper on public administration during the public administration reform regional workshop held in Bali, Indonesia on 13-15 March 2019.



Performance Management System initiated by the CSC since 2012. Alignment of each government worker's objectives and targets to their respective agency's strategic goals is key to the success of this program. The CSC monitors the compliance of government agencies to this system as part of its commitment to the 2017-2022 Philippine Development Plan. Moreover, the CSC is also at the forefront of implementing anti-corruption initiatives. Anti-corruption and governance initiatives for the bureaucracy have been in place since the early 1990s. Service delivery improvement initiatives such as the "Mamamayan Muna" ("Citizens First") Program and the Public Service Delivery Audit (PASADA) were implemented to foster a culture of courtesy and responsiveness between the government and the public. These programs became the springboard for the promulgation and implementation of Republic Act (RA) No. 9485 or the Anti-Red Tape Act of 2007. These anti-corruption and governance initiatives will be expounded in the succeeding parts of this paper.

Given the broad scope of its mandate, the CSC assumes a pivotal role in public administration and governance reforms in the country and sits as a member of various governance-related committees. National government agencies, government-owned-and-controlled corporations, local government units, and other constitutional bodies consult the CSC on matters concerning human resources, efficient delivery of government services, performance management, and administrative rules, among others. Having mentioned some of the reforms being implemented in the Philippine bureaucracy, the civil service system continues to take on the challenges that these reforms pose. Every policy has its own series of birth pains. The challenges that landmark governance policies face are explained in this paper. Such is the case of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which effectively amends the landmark law that is Republic Act No. 9485 or the Anti-Red Tape Act of 2007. RA No. 11032 mandates government agencies to strictly follow its provisions. This law draws the future of government service delivery as well as the possible policy implications and reforms on each government offices located in and outside the Philippines.

...While the CSC's mandate places premium on human resource management and development, its mandate extends to administrative governance and anti-corruption initiatives.

In a radical sense, the Philippine Government, through the implementation of RA No. 11032 and the institutionalization of Leadership Development and Public Service Values Program, to name a few, accepts the challenge of bringing the Philippines to a higher platform as it secures its slot as one of the rising economies in Asia.

While several reforms are being implemented by the Philippine Government through the CSC, this paper focuses on governance and human resource policies and their progress as reported by the CSC in various publications and relevant studies. This paper discusses the challenges that these reforms face as well as how the government executes its strategic goals for the attainment of outcomes aimed through the Philippine Development Plan.

Reform Policies by the Philippine Civil Service Commission

...From the year 2000 until the present, the Civil Service Commission has been pushing for policies adopting transparency and accountability in the government. The bureaucracy has gradually seen a paradigm shift in handling government services and dealing with the people it serves. The succeeding parts of this paper particularly chronicles the bureaucracy's adoption of governance and anti-corruption policies. Providing a backbone for these governance and anti-corruption policies, the alignment of the civil service system to the Philippine Development Plan Strategic Framework is discussed below.

“...the CSC has been continuing its fight against red tape as a means to improve service delivery, eventually leading to ease of doing business in the country.

The Philippine Development Plan Strategic Framework

Through the years, the Philippines has always followed a framework where all sectors base its strategic objectives. Every government agency aims to anchor its mandate and align its goals to the Philippine Development Plan (PDP). In 2016, Executive Order No. 5, s. 2016 was issued. It states the Philippines' long-term vision or Ambisyon 2040, covering four (4) priority areas:

- a) Building a prosperous, predominantly middle-class society where no one is poor;
- b) Promoting a long and healthy life;
- c) Becoming smarter and more innovative; and
- d) Building a high-trust society.

To achieve this, the 2017-2022 Philippine Development Plan Strategic Framework was laid out by the National Economic and Development Authority (NEDA). The PDP's Pillar 1 is designed to guide government to ensure efficiency in government service delivery through a competent civil service:

Pillar 1: Enhancing the social fabric (*Malasakit*): There will be greater trust in public institutions and across all of society. Government will be people-centered, clean, and efficient. Administration of justice will be swift and fair. There will be greater awareness about and respect for the diversity of our cultures.

Specifically, this pillar shall ensure "people-centered, clean, and efficient and efficient governance". Its outcome is stated "by 2022, the country will improve its rankings in global governance indices such as the Worldwide Governance Indicators (WGI)¹, Corruption Perceptions Index (CPI)², Global Competitiveness Index (GCI)³, and Open Budget Index (OBI)." Government agencies are mandated to employ strategies in meeting the outcomes set by the PDP. The current administration expressed its strong sentiment against corruption which has been plaguing Philippine Public Administration since time immemorial. The PDP particularly directs government agencies "to reduce corruption, achieve seamless service delivery, enhance administrative governance, strengthen the civil service, and fully engage and empower citizens."

The CSC aligns itself under these strategies. In-charge of the administration of the civil service system in the country, *the CSC enhanced its anti-corruption and good governance initiatives to meet the expectations set by following the strategies stated in the PDP*. Particularly, the CSC's role falls under Pillar 1: Enhancing the social fabric, where it found basis for the implementation of its reform programs today.

On 30 December 1953, an executive order mandated the creation of the Presidential Complaints and Action Committee (PCAC). PCAC received nearly 60,000 complaints in a year; 30,000 complaints were settled by direct action and a little more than 25,000 were referred to government agencies for follow-up. The government defrayed the cost of telegraphed complaints from indigent citizens in remote towns and barrios .

The Committee received a wide range of requests for assistance on government services such as hospitalization, conduct of investigations, meting of disciplinary actions, claims for back pay, among others. It also became a main mode for redress and grievances...

...Since then, several programs were created to improve the efficiency and effectiveness of public service. For instance, one of the priority programs in 1992 was the establishment of a responsive bureaucracy. Such prioritization was anchored on the principle that vital programs cannot succeed if the bureaucracy remains ineffective in responding to the needs of the people and the country.

Following the vision of Philippine Public Administration targeted from the early 1900s, the CSC established governance programs aimed at improving the efficiency and effectiveness of the bureaucracy.

From *Mamamayan Muna, Hindi Mamaya Na!* (Citizens First, Not Later) to the conduct of the Public Service Delivery Audit (PASADA) to the promulgation of the Anti-Red Tape Act of 2007, *the CSC has been continuing its fight against red tape as a means to improve service delivery, eventually leading to ease of doing business in the country*.

1. Mamamayan Muna, Hindi Mamaya Na! (MMHMN) (Citizens First, Not Later)

Launched in 1994, the MMHMN Program intends to address problems on slow processing of transactions and client dissatisfaction...

...The CSC, upon verification of the report in the agency and in coordination with its head, confers recognition on the employee who rendered very satisfactory or excellent service. The ultimate goal of the program, however, is to make good client service second nature to all government employees and officials such that they render services not for fear of public censure but out of duty to the public they serve...

...In 1996, MMHMN was cascaded to the regions while other support programs were established. Among these were the setting up of Mamamayan Muna (Citizens First) Action Center, Mamamayan Muna (Citizens First) Drop Box, and massive information dissemination was undertaken thru radio, television and cinema plugs.

Several initiatives were successively rolled-out aside from the program's regular endeavors. One of these is the *Mamamayan Muna sa Barangay* (Citizens First in the Village). Launched in 2000, the initiative was meant to make the barangay a viable medium for citizen's queries, reports, and grievances. The program complemented two other innovations namely, the *Mamamayan Muna sa Himpapawid* (Citizens First On Air), a one-hour radio program which aired every Monday to Friday at 9 a.m. and the *Mamamayan Muna* (Citizens First) Overseas. In 2006, the Enhancement and Institutionalization of the MMHMN Program was realized thru the issuance of CSC Memorandum Circular No. 6 dated February 17, 2006 wherein it was renamed Mamamayan Muna (Citizens First) Program (MMP) for brevity and easier recall.

Mamamayan Muna (Citizens First) made its mark in successfully providing the public with a venue to air grievances against discourteous government workers and red tape encounters. It has generated awareness among the public that the government is seriously improving service delivery program. It was cited as the 1995 Outstanding Public Information Program (Gawad Oscar M. Florendo) by the Public Relations Organization of the Philippines. However, the challenge of reducing, if not ending, red tape continued. These challenges sprung from the changing and increasing needs of the citizenry for good public service.

2. Public Service Delivery Audit (PASADA)

The CSC launched the Public Service Delivery Audit or PASADA in 2003 as a complement to the *Mamamayan Muna* (Citizens First) Program. PASADA was conceived out of the CSC's desire for a more proactive mechanism that would strengthen the existing client satisfaction programs. The program is anchored on a simple concept—to deploy a pool of volunteers who will check and evaluate services in government offices. The volunteers capture, incognito, a first-hand account of prevailing conditions in frontline service units. Being undercover, they can go to any government agency and transact under normal conditions. Target offices are those with consistently high volume of transactions as well as those most complained about in the CSC's *Mamamayan Muna* (Citizens First) Program.

Part of the PASADA was a reward-and-reform scheme for top-performing frontline services in the form of recognition for their best practices, ideal systems, and tested solutions. At the same time, the CSC offered technical and development interventions or corrective measures based on the identified needs of an agency.

This program laid the foundation for the government's vigorous efforts to institute improvements in frontline service delivery and, ultimately, to stamp out corruption and red tape in the bureaucracy. PASADA facilitated the passage of Republic Act No. 9485, or the Anti-Red Tape Act of 2007, as its proponents saw that the needed mechanisms to implement such have already been put in place.

3. Leading the War Against Red Tape

In its continuous drive for governance reforms and anti-corruption initiatives in the bureaucracy, the CSC welcomed the findings of assessments and researches focused on government service delivery. In Princeton University's Maya Gainer's study, she introduces the impact of initiatives such as the Anti-Red Tape Act of 2007 in the delivery of government services in her study :

"Before 2007, citizens of the Philippines had to complete 11 individual governmental procedures and wait for at least 48 days before they were allowed to conduct official commercial activities. As well as causing long delays, this sort of governmental red tape created a severe problem with corruption: citizens who wanted to speed up the process had recourse to bribing government officials. In 2007, the Philippine government adopted the Anti-Red Tape Act to combat corrupt behavior and improve its frontline public service offering to its citizens."

Given complex procedures, many citizens seek illegal, corrupt ways to speed up the process. Public servants were used to bribes, and they routinely demanded them. Fixers became the "go to person" if one wants to hasten the transaction or application. Those who cannot afford to pay, have to brave the system or decide not to proceed with their transaction. This, in turn, meant that the government was unable to collect adequate revenue for the provision of its services, while citizens became increasingly disillusioned with the amount of red tape they encountered.

(Find out how Republic Act No. 9485 or the Anti-Red Tape Act of 2007 paved the way for further reforms in public service delivery in Part II of this paper, which will be featured on the next issue of the Civil Service Reporter)



In its continuous drive for governance reforms and anti-corruption initiatives in the bureaucracy, the CSC welcomed the findings of assessments and researches focused on government service delivery.



In popular culture and the media, women are often pitted against each other or portrayed as catty one-uppers who fight over men, career, or material things. Rarely do we see reality shows or films where women thrive in strong female friendships.

In real life, though, women bond beautifully. They are mother and daughter, best friends, supportive colleagues, friendly neighbours, and fellow trailblazers in uncharted terrain for women. They hoist up one another so that if one reaches new heights, others may follow the newly opened door.

Research even shows that women who enjoy life-long friendships with other women are often happier and healthier. That's the value of female camaraderie and friendship.

UNITY IN D

Female Friendship and the Women of T

Celebrating Female Friendship

In photo: Tagum City's Tribal and Muslim Affairs is led by Xylee A. Labastida-Palomata (middle) as team leader, with members Adelaida P. Andipa (leftmost) and Marife C. Pagdilao. (rightmost). They were conferred the CSC Pagasa Award by President Rodrigo Roa Duterte during the September 27, 2018 awards rites at Malacañang .



Australian-British journalist Kate Leaver, author of *The Friendship Cure: A Manifesto for Reconnecting in the Modern World*, says “The most beautiful thing about female friendship, to me, is its strength. Women make each other more resilient because, when female friendship is done right, it is this astounding source of confidence, reassurance, comfort, joy and candor that can truly guide you through life. Friendship among women is so important because it gives us the solidarity to get through the inconvenience, fear, confusion, and even danger of being female.”

Distinguished Psychology professor Dr. Shelley E. Taylor says that for women, the need for community with other women is on a biological level. “It’s in the DNA,” she says. “Women are more social, more community focused, collaborative, less competitive, and in need of their ‘girlfriends.’” This trend is even evident among female species in the animal kingdom.

In the exhilarating, wonderful, or scary twists and turns of life, female friendship has proven to be effective in individual development and growth, community or organizational cooperation, and relationships that echo its impact worldwide. Thus, it is important to be in touch with fellow women. “When we’re isolated, we don’t have each other to help us through tough situations like hurricanes or fires, financial struggles or relationship changes, sadness, or cancer,” says sociologist Lynn Smith-Lovin. “Without communities of women, we often miss opportunities to be involved in our cities, to learn from each other, to empathize with other women and to share the benefits of laughter and a heart-felt hug.”

It is no wonder that gender issue-based initiatives and movements across the globe started with groups of women driven with the passion for positive change. What we know now as women’s rights as well as advocacies for inclusivity and diversity may be traced from the efforts of a handful of women in different countries working with each other toward common goals. Notably, it was also women fighting for women’s rights who first brought the world’s attention to inequalities and discrimination not only based on gender but on race, ethnicity, class, age, and disability.

OVERSITY:

Tagum City's Tribal and Muslim Affairs



Female camaraderie: The awardees are flanked by their female co-workers shortly after the awarding ceremony at the Malacañan Palace on September 27, 2019.

Women for Unity and Diversity

In the Philippines, mainstream society's discrimination of cultural groups, whether directly or indirectly, has resulted to further marginalization of these segments of society. Society has often turned a blind eye to the plight of cultural communities.

This dilemma haunted the City of Tagum in Davao del Norte. Despite being a progressive city, it has treated the members of its cultural communities as mere second-class citizens. There was a lack of developmental programs for indigenous peoples and Muslim communities. There was also only a small account of people identifying themselves as members of such communities, reflecting a lack of pride in cultural heritage. There was no real recognition of the indigenous leadership system, despite the existence of the mandate to include cultural representation in policy-making bodies at the barangay and city levels. There were also manifestations of the commodification of culture, or the treatment of indigenous knowledge, systems, and practices as mere exhibition materials rather than something to be honoured and nurtured.

Recognizing these problems, the City Tribal and Muslim Affairs of the City Government of Tagum stepped up to move cultural communities from the sidelines and propel them into the highway of local governance. Following Tagum City's vision of being a "City of People", the team worked together to empower the cultural community sector through collaborative, innovative, and sustainable programs and services geared toward cultural preservation.

To be effective in their advocacy, the team immersed themselves in the communities to be able to know and feel their needs and understand their way of life. Establishing empathy helped the team craft strategic approaches in engaging the communities and creating valuable partnerships.

One pressing issue the team had to address was the impending extinction of indigenous practices caused by discriminatory practices and rapid urban development. In 2013, the team expanded the local government's cultural literacy program,

benefiting a total of 12,787 community members. As a result, the communities were able to revitalize indigenous practices and introduce them to a newer generation. This gained the team the Literacy Excellence Award in 2015.

The team also targeted tribal leaders to strengthen indigenous leadership and its role in local governance and national development. From 2013 to 2017, 213 leaders benefited from the team's capacity-building programs. These programs enabled leaders to become active participants in development and legislation, gained them representation in various committees and councils, and helped push for initiatives that preserved culture and tradition. The passage of 13 legislations in the City and Barangay Councils benefited cultural communities, and the inclusion of 35 Imams and 23 Datus in local governance through the passage of City Ordinance No. 767, s. 2016 officially recognized their roles as leaders in their respective Muslim communities.

Establishing empathy helped the team craft strategic approaches in engaging the communities and creating valuable partnerships.

Through the team's efforts, 12 livelihood grants worth Php5.88 million were allocated to the indigenous and Muslim cultural communities, which included funding for the establishment of a Tribal Display Center showcasing locally-made products.

The team's advocacy was further enhanced by the conduct of culturally sensitive festivals that highlighted cultural preservation and avoided misrepresentation or commodification. The festivals strictly adhered to customs and norms of indigenous communities, which promoted respect and understanding of traditional culture. The festivals were held in partnership with the cultural communities using the "fully-participatory" system. This made the team the Department of Tourism's Grand Winner for the 2017 Best Tourism Event under the Festival Category.

All of these efforts greatly enhanced the visibility and participation of cultural communities in Tagum's development. More indigenous peoples and Muslim youth have learned to appreciate their identity and have developed a sense of pride in their origin. No more in the sidelines, they now shine as beacons of the city.

Female Leadership and Teamwork

Differences can destroy teams, but in the case of the Tribal and Muslim Affairs Team, the diversity of the members was a crucial ingredient that held them together as they worked to promote cultural preservation and empowerment in the City of Tagum.

The team is composed of 14 personnel—8 are female, and 5 are male. But the leadership is all women. The team is led by Xylee A. Labastida-Palomata, with members Adelaida P. Andipa, and Marife C. Pagdilao. “I believe that the presence of both sexes in our group is a wonderful thing as it contributes to the diverse skill sets, perspectives, and experiences which we all bring to the group and which gives us a more balanced way of achieving our office goals,” said Palomata. “We treat the cultural communities not as beneficiaries but as partners. With this strategy, the cultural communities are more receptive of our programs and are more accountable for it because there is a sense of ownership.”

She also said that acceptance of diversity was crucial in maintaining teamwork. “Our brand of teamwork is one that is anchored on respect not only of the culture and traditions of our cultural communities, but of our individual ethnicity. We are connected by our vision of a transformed and empowered cultural community sector in Tagum City,” she said.

For Palomata, being a woman did not become a hindrance to her leadership in the local government unit (LGU) or the community. Her LGU is led by a male local chief executive who is serious in addressing gender issues and strengthening the Gender and Development Office. Currently, 53% of key government positions in the LGU are held by women.

“I personally believe that being female (should not be) an issue in leadership,” Palomata explained. I take my leadership position to mind and to heart. For me, it’s not enough to be in a role or to sit at the table in a meeting. Most leaders fear being ostracized; however, respect comes when one’s voice is heard. So, regardless of sex or gender, one must also speak confidently, regardless of our fear of being rejected. That is why I make it a point to share my voice and perspective and make my presence known as a leader and make my advocacy heard and understood.”

Asked what makes her stand out as a leader, Palomata drew from womanhood and how this shaped her leadership. “I could say that my soft skills and emotional intelligence have proven to be an advantage in dealing with my colleagues, clients, and partners in the local government,” she said. “Competencies such as emotional self-awareness, conflict management, empathy, and teamwork, which are all essential for effective

leadership in an organization, are some of the soft skills that most female leaders possess. These are particularly helpful in dealing with extremely diverse set of clients.”

She also noted that the stereotypical female trait of being “emotional” may actually be an asset. Because of this, female leaders can empathize with clients and be more effective in addressing their needs.

Working with women is another plus. For Palomata, women are friendly, empathetic, and good communicators who are able to build effective working relationships with both colleagues and clients.

“My female teammates are blessings to the cultural communities that we serve and to the whole city in general,” Palomata proudly said. “Their commitment and dedication to their work made a difference in the implementation of our programs and activities. Their

open-mindedness and their creativity worked in favor of cultural development in our city.” Palomata further shared that their common vision and genuine love and concern for the members of the cultural communities made them work well together. It also helped that being women provided them affinity with women in communities who were experiencing double or triple discrimination—they were being denied certain rights because of their ethnicity, religion, and gender.

Parallel to female empowerment within the LGU is a growing awareness on gender equality within the Muslim communities as well. The team is one with traditional leaders in advocating female empowerment, debunking the myth that women in tribal communities are second class citizens. In documenting indigenous knowledge, systems, and practices of the tribes, it was revealed that women were involved not only in domestic affairs but in decision making and actual management of the community as well. “We help educate the people that the true teaching of Islam also advocates respect and high regard for women,” Palomata added.

The Tribal and Muslim Affairs Team of Tagum City has proven indeed that there can be unity in diversity if people are bound to a common goal. “When we collaborate with people of different genders, ethnicities, and race in our workplace, we all do better work,” Palomata said. True enough, the team’s story shows how women working with and for women, and with people of diverse backgrounds, produce widespread and lasting impact that create ripples of change.

2018 HIGHLIGHTS

BUILDING MALASAKIT IN PUBLIC SERVICE

As the premier human resource (HR) management institution of the Philippine government, the Civil Service Commission continues to fulfill its mandate of building *malasakit* in public service through the development of individuals and empowerment of agencies.

CSC's role is unique in that it has to develop and implement policies and programs to drive government agencies toward strategic HR, while working for its internal HR maturity as well. Because it has to lead by example, the CSC balances its time and resources between being a leader and a follower. Its accomplishments in 2018 reflect its priorities in establishing higher standards for HR systems and public service quality while pushing for internal reforms as well.



CHAMPIONING PUBLIC SERVICE EXCELLENCE

Service delivery improvement spurred through the Commission's implementation of the Anti-Red Tape Act of 2007 moved to a higher level with the passage of the Ease of Doing Business and Efficient Government Service Delivery Act (EODB EGSD) of 2018. The new law challenges the CSC to draw up HR programs that will ensure streamlining and automation of processes. The Commission continues to use strategic HR as an approach to enabling agencies in gaining customer satisfaction. Together with the Department of Trade and Industry and other key agencies, the CSC actively participated in the crafting of the IRR for the new law and in information drives held nationwide in 2018.



EMPOWERING AGENCIES

During the year in review, CSC caused the assessment of over 2,400 agencies and assisted more than 600 others in improving their Recruitment, Selection and Placement System; Rewards and Incentives System; Performance Management System; and Learning and Development System. Through the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM), CSC continued upgrading HR systems in the bureaucracy, empowering agencies in the process to aspire for higher levels of competence. Bronze awards were given to 136 agencies for HR systems improvement.

PERFORMANCE MANAGEMENT

The Commission worked for the adoption by all government agencies of a viable performance management system that will not only reflect employee performance but be linked as well to organizational goals. In 2018, a total of 121 agencies were added to the roster of government agencies with functional Strategic Performance Management System.



REWARDS AND RECOGNITION

CSC carried out the annual Search for Outstanding Government Workers, an incentive mechanism under the Honor Awards Program, recognizing 27 individuals and three employee groups for exemplary contributions and ethical behavior. President Rodrigo Roa Duterte conferred the Presidential Lingkod Bayan, CSC Pagasa, and Dangal ng Bayan awards to the exceptional state workers who bested 205 nominations received from all over the country.



APPOINTMENTS

Appointments processing constitutes a big part of the CSC's Field Offices' daily operations. The Commission processed 517,078 appointments in 2018, 504,137 or 97.50% of which were approved; the remaining 12,941 or 2.50% were disapproved due to violations or non-compliance with civil service rules and regulations.



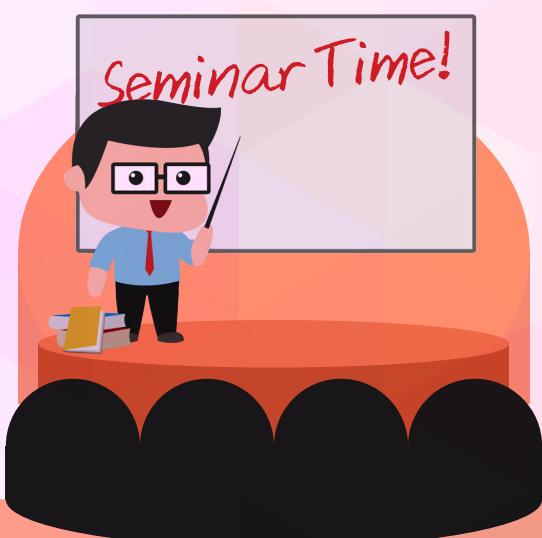
CASES ADJUDICATION

Given its quasi-judicial powers, the Commission resolved 10,857 cases, 1,770 of which were disciplinary while 9,087 cases were non-disciplinary in nature.



EXAM ADMINISTRATION

The CSC conducted civil service tests 90 times in 2018, a big leap from the previous year's nine exams, which provided more opportunities to acquire civil service eligibility. A total of 620,644 hopefuls took the career service examinations. About 20,000 other individuals obtained eligibility through special laws such as honor graduate eligibility, barangay official eligibility, and skills eligibilities. CSC also continued to monitor employment in government and noted that 12,849 appointees used their civil service eligibility for the first time in 2018.



LEARNING AND DEVELOPMENT

Highlighting learning and development initiatives for the entire civil service was the nationwide conduct of training programs covering 153,372 participant-days. CSC training programs obtained a 97.23% or Very Satisfactory rating from participants. Learning events and special fora were organized to keep HR practitioners in the public sector abreast of new trends in human resource management. The quarterly Civil Service Institute Leadership Series was held to develop up and coming government leaders. The 2018 Public Sector HR Symposium themed "Achieving Breakthrough Results through Strategic HR" was held July 18-20 at the SMX Davao Convention Center, Davao City and attracted 2,200 leaders and HR practitioners from the public and private sectors.



INTERNATIONAL RELATIONS

CSC abided by the country's commitment in the international arena, specifically to the ASEAN Cooperation on Civil Service Matters and the Eastern Regional Cooperation on Public Service Administration.



PUBLIC SECTOR UNIONISM

In terms of promoting labor relations in the public sector, it registered, together with the Bureau of Labor Relations, 122 employee organizations and accredited 94 others. Accredited public sector unions with registered Collective Negotiating Agreements reached 230 in 2018.



COMMUNICATIONS

Recognizing the importance of social media as a communication tool, the CSC developed its Internal Social Media Policy, becoming one of the few agencies that have crafted its own. CSC also participated in the crafting of the Administrative Order on Social Media Use for Government, a collaborative effort led by the Department of Information and Communications Technology and the Presidential Communications Operations Office.



POLICY DEVELOPMENT

The Omnibus Rules on Appointments and Other HR Actions, Revised July 2018 took effect on 26 August 2018, revising the ORAOHRA issued on 16 June 2017. Among the salient amendments is the shift in the role of a government agency's Human Resource Merit Promotion and Selection Board (HRMPSB) from recommendatory to assistorial. The ORAOHRA also contains all CSC prescribed forms for various HR transactions. The complete text of the revised ORAOHRA may be accessed on the CSC website at www.csc.gov.ph, under Policy Resolutions.



IGHR

CSC updated the Inventory of Government Human Resources as data generated becomes empirical evidence essential in policy and program review and formulation.



Aside from implementing communication campaigns, producing printed and online corporate and promotional materials including videos and animation, and handling media relations including its weekly radio show, Serbisyo Pilipinas, the CSC now produces its very own LunChat with CSC aired weekly over Facebook Live. Its first season had 20 episodes featuring in-demand topics such as civil service exams and HR policies. Its venture into social media increased engagement with the public and its clients as well.



TAKING CARE OF THE INSTITUTION

As it attended to the state of affairs of HR in the civil service, CSC focused on important matters at the home front, applying higher standards for its HR systems and championing HR principles for motivating its workforce, and ensuring fiscal health and efficient assets management.

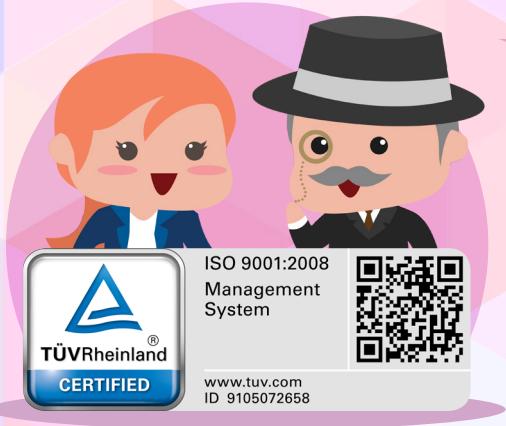


CSC staff underwent year-round developmental interventions, harnessed information and communication technology to improve processes, and established 137 knowledge management products.

CONTACT CENTER NG BAYAN



Internal and third party review and audit of Commission processes were done to spur efficiency. The year 2018 was also marked by CSC's Quality Management System's successful transition from ISO 9001:2008 to ISO 9001:2015.



The Commission improved its network of regional and field offices, ensuring that physical structures provide safe and accessible facilities to clients and stakeholders. CSC set out to inform citizens and stakeholders of its programs and services using varied information platforms. Through the Contact Center ng Bayan, the CSC linked citizens to different government agencies, facilitating requests for assistance while helping public offices keep tab of the quality of their services.



CSC has been accredited by the Investors in People, an international organization which assesses organizations for people management practices, achieving the Silver Level at the first assessment under a more rigorous Generation 6 standard. In the online assessment, the CSC ranked 6th out of 530 IiP organizations globally in the size range of 250-4999 employees. For public sector organizations, CSC ranked first and was a finalist in the IiP awards.

Snapshot: The 105-Day Expanded Maternity Leave Law and Previous Issuances



Provisions

Previous Issuances

**Republic Act 7322
Increasing Maternity Benefits
in Favor of Women Workers
in the Private Sectors**

**CSC Resolution No. 021420
dated 22 October 2002
Re: Amendment to the
Maternity Leave Rules**

RA No. 11210



Coverage

A covered female employee who has paid at least three monthly maternity contributions in the twelve-month period preceding the semester of her childbirth, abortion or miscarriage and who is currently employed shall be paid a daily maternity benefit equivalent to one hundred percent (100%) of her present basic salary, allowances and other benefits or the cash equivalent of such benefits for sixty (60) days

Section 11. Conditions for the grant of maternity leave. - Every woman in the government service who has rendered an aggregate of two (2) or more years of service, shall, in addition to the vacation and sick leave granted to her, be entitled to maternity leave of sixty (60) calendar days with full pay.

Section 3. All covered female workers in government and private sector, including those in the informal economy, regardless of civil status or the legitimacy of her child, shall be granted 105 days maternity leave with full pay and an option to extend for an additional 30 days without pay.

Section 4. Any pregnant female employee in government service, regardless of employment status in NGAs, LGUs, GOCCs, SUCs, shall be granted a maternity leave of 105 days with full pay regardless if the delivery was normal or caesarian.



Solo Parent

"Section 13. Every woman, married or unmarried, may be granted maternity leave more than once a year.

Maternity leave shall be granted to female employees in every instance of pregnancy irrespective of its frequency."

Section 3. Provided, That in case of public and private worker qualifies as a solo parent under Republic Act No. 8972 or the "Solo Parents' Welfare Act," the worker shall be granted an additional 15 days maternity leave with full pay.

ded Maternity Leave Law ances on Maternity Leave

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**Miscarriages/
Emergency
Termination
or
Gynecological
disorders**

"(g) That if an employee should give birth or suffer abortion or miscarriage without the required contributions having been remitted for her by her employer to the SSS, or without the latter having been previously notified by the employer of the time of the pregnancy, the employer shall pay to the SSS damages equivalent to the benefits which said employee would otherwise have been entitled to, and the SSS shall in turn pay such amount to the employee concerned."

CSC Resolution No. 1000432
issued 22 November 2010
(Guidelines on the Women
Under R.A. 9710
Women)

Any female public sector employee, regardless of age and civil status, shall be entitled to a special leave of a maximum of two months with full pay based on her gross monthly compensation", provided she has rendered at least six (6) months aggregate service in any or various government agencies for the last twelve (12) months prior to undergoing surgery for gynecological disorders.

Section 4. Maternity leave of 60 days shall be granted for miscarriages or emergency termination of pregnancy



**Paternity
Leave**

Paternity Leave Act of 1996 (Republic Act 8187)

Seven days of paternity leave with full pay to care for their newborn and wife after giving birth or help partner recover after a miscarriage or abortion.

To avail, one must be legally married to pregnant wife

Section 6. At her option may allocate up to seven days of maternity leave benefits to the child's father, whether or not, the same is married to the female worker.

In the event that the beneficiary female worker dies or is permanently incapacitated, the balance of her maternity leave benefits shall accrue to the father of her child or to a qualified caregiver.

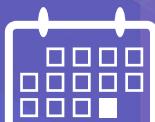
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**Reporting
before
expiration of
leave**

"Section 14. Every married or unmarried woman may go on maternity leave for less than sixty (60) days.

When a female employee wants to report back to duty before the expiration of her maternity leave, she may be allowed to do so provided she presents a medical certificate that she is physically fit to assume the duties of her position.

"The commuted money value of the unexpired portion of the leave need not be refunded and that when the employee returns to work before the expiration of her maternity leave, she may receive both the benefits granted under the maternity leave law and the salary for actual services rendered effective the day she reports for work.

Section 8. The maternity leave can be credited as both prenatal and postnatal leave as long as it does not exceed 105 days and provided that compulsory postnatal leave shall not be less than 60 days.



**With Pending
Administrative
Case**

"Section 17. Every woman employee in government service is entitled to maternity leave of absence with pay even if she has a pending administrative case.

Section 12. The maternity leave granted under this Act shall be enjoyed by a female worker in government service even if she has pending administrative case.



**Non-
discrimination**

Section 16. No employer whether in the public or private sector shall discriminate against the employment of women in order to provide the benefits provided for in this Act.



**Periodic
Review**

Section 17. The CSC, DOLE, SSS, CHR in consultation with trade unions, labor organizations, and employers' representatives shall within one month after the effectivity of this Act conduct a review of the maternity leave benefits of female workers.

CSC shall include maternity leave benefits in their valuation report conducted every three years, or more frequently as deemed necessary, with the end view of meeting the needs of pregnant women and newly-born infants.

TITLE: SANGGUNIAN MEMBER ELIGIBILITY

RE: AMENDMENT TO CSC RESOLUTION NO. 1300486

DATED MARCH 6, 2013 (IMPLEMENTING RULES AND REGULATIONS OF REPUBLIC ACT NO. 10156)

Number : 1801099*

Promulgated: 29 OCT 2018

RESOLUTION

WHEREAS, Section 12 (2), Chapter 3, Subtitle A, Title I, Book V of The Administrative Code of 1987 provides that the Civil Service Commission (CSC) shall prescribe, amend, and enforce rules and regulations for carrying into effect the provisions of the Civil Service Law and other pertinent laws;

WHEREAS, one of the major functions of the CSC is the grant of civil service eligibility under special laws and CSC issuances to individuals, upon meeting the set qualifications and fulfilling the requirements, without taking the regular civil service examinations;

WHEREAS, one of the ten (10) types of eligibility granted under special laws and CSC issuances is the Sanggunian Member Eligibility (SME) under Republic Act No. 10156, otherwise known as An Act Conferring Upon Members of the Sangguniang Bayan, Sangguniang Panlungsod and Sangguniang Panlalawigan, the Appropriate Civil Service Eligibility Under Certain Circumstances, and for Other Purposes;

WHEREAS, the CSC promulgated CSC Resolution No. 1300486 on March 6, 2013 adopting and prescribing the Implementing Rules and Regulations of RA No. 10156 which provides, among others, the title of eligibility and qualification requirements to be conferred the SME;

WHEREAS, Item a.2 of Section 5 of the IRR of RA 10156 provides that Sanggunian Member First Level Eligibility shall be granted to Sanggunian Members who have completed at least seventy-two (72) units leading to a baccalaureate/bachelor's degree; while Item b.2 of the same Section states that Sanggunian Member Second Level Eligibility shall be granted to those who have completed a baccalaureate/bachelor's degree;

WHEREAS, in both provisions of the IRR, there was no mention whether the applicant must obtain a degree or units from a CHED accredited institution to be granted SME;

WHEREAS, CHED accredited schools should maintain the standard educational quality of higher education institutions and programs and ensure that graduates are competent to become part of the workforce;

WHEREAS, applicants for the grant of Honor Graduate Eligibility (HGE) and Scientific and Technological Specialist Eligibility (STSE) are required to have obtained degrees or units from Commission on Higher Education (CHED)-accredited institutions;

WHEREAS, the grant of SME should have the same qualification requirements for schools, colleges, and universities to be of good standing as determined by the CHED consistent with the requirements for the HGE and the STSE;

WHEREAS, CSC Resolution No. 1400044 dated January 9, 2014 amended provisions of CSC Resolution No. 1300486 dated March 6, 2013 particularly Section 14 (d) on Documentary Requirements stating that for Sanggunian Members not included in the Master List, they shall submit a Certification of the services rendered by the Sanggunian Member duly signed by the authorized official of the DILG regional level where they serve as Sanggunian Member using the appropriate form prescribed by the CSC; and Section 16 (b) prescribing the Duties and Responsibilities of DILG as repository and custodian of records of Sanggunian Members;

*CSC Resolution No. 1801099 was published in the Philippine Star on 11 December 2018.

WHEREFORE, as a measure to uphold, preserve, and safeguard the integrity, credibility, and intent of the Sanggunian Member Eligibility as a Civil Service Eligibility, the Commission hereby RESOLVES to adopt and prescribe the following additional provisions of CSC Resolution No. 1300486 promulgated on March 6, 2013, as amended:

1. Rule III, Section 5 on Title of Eligibility and Qualification Requirements, shall now read and have additional provision, as follows:
 - a. Sanggunian Member First Level Eligibility
 - a.2. have completed at least seventy-two (72) units leading to a baccalaureate/bachelor's degree program recognized by CHED from a Private Higher Education Institution in the Philippines or from a State/Local College with baccalaureate/bachelor's degree included in its charter, or baccalaureate/bachelor's degree duly approved by its Board of Trustees/Board of Regents.
 - b. Sanggunian Member Second Level Eligibility
 - b.2 have completed a baccalaureate/bachelor's degree program recognized by CHED from a Private Higher Education Institution in the Philippines or from a State/Local College with baccalaureate/bachelor's degree included in its charter, or baccalaureate/bachelor's degree duly approved by its Board of Trustees/Board of Regents.

2. Civil Service Eligibilities granted and issued under Republic Act No. 10156 prior to this amendment, shall not be disturbed and shall remain valid.

All other provisions of CSC Resolution No. 1300486 and CSC Resolution No. 1400044 not affected by this Resolution, shall remain valid

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

Quezon City.

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

(Sgd.) **LEOPOLDO ROBERTO W. VALDEROSA JR**
Commissioner

VACANT
Commissioner

Attested by:

(Sgd.) **DOLORES B. BONIFACIO**
Director IV
Commission Secretariat and Liaison Office

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