

# THE CIVIL SERVICE REPORTER

**GAWING LINGKOD BAYANI ANG BAWAT KAWANI**

Volume 60 No.3

3rd Quarter 2019 Issue



**SPECIAL 119TH PHILIPPINE  
CIVIL SERVICE ANNIVERSARY ISSUE**

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President Duterte with Tanodbayan Samuel R. Martires (4th from right) joined by officials from the CSC's central office led by CSC Chairperson Alicia dela Rosa-Bala, and Commissioners Leopoldo Roberto W. Valderosa Jr. (4th from left) and Aileen Lourdes A. Lizada (3rd from right) during the 2019 Awards Rites for Outstanding Government Workers (see story on page 12).

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The CS Reporter would like to thank all clients of the CSC and readers of the magazine who continue to send letters and commendations through email, text, or snail mail.

## SSS Death Benefit Claim Settled

**Date of transaction:** 26 July 2019

**Ticket Reference Code:** IRN0237355

The Contact Center ng Bayan (CCB) received thru SMS a request for assistance on 26 July 2019 for the processing of the client's father's death benefit:

*"I would like to Report SSS Welcome Rotonda regarding my father's pension to be transferred to my mother. It has been 3 months already. My father...died last 29 December 2018. His pension is to be transferred to my mother. We gathered all the necessary documents, ang naging issue lang ay marriage contract ng parents ko sa Tarlac which was not forwarded sa NSO head office kaya pala no copy dito sa Manila. Nag-email na po ang SSS Welcome Rotonda sa SSS Tarlac last May 2019, pero until now ay no action pa. Ang ginawa po namin, kami na ang pumunta sa Tarlac to get proof na kinasal ang parents ko at wala nang iba pang pinakasalan. Nakakuha po kami ng marriage contract copy sa church kung saan sila ikinasal pero ayaw pa rin i-honor ng SSS Tarlac and Welcome Rotonda branch. Nag-file/apply na rin po kami ng late register dito sa PSA Quezon City. Sana po ay matulungan niyo kami. Salamat po."*

CCB referred the client's concern to the Social Security System (SSS) on 26 July 2019. On 17 September 2019, the CCB received an email from the client extending his appreciation for the assistance provided:

*"More power to Civil Service Commission and Contact Center ng Bayan. Hope marami pa kayong matulungan katulad naming nangangailangan at mahihirap."*

## Pag-IBIG Records Consolidated

**Date of transaction:** 31 July 2019

**Name of client:** IRN0237634

The CCB received an email requesting assistance for the consolidation of the client's Pag-IBIG Fund records:

*"Irerekamo ko lang po sana yung Pag-IBIG Binondo Branch sa hindi pag-asikaso ng aking inquiry at mabagal na serbisyo. Last February 2019 po ay nag-file po ako ng merging ng aking account kasi hindi daw po na-merge ang hulog ko ng dati kong employer. Sabi nila 1 month lang po 'yung process. Ngayong month mag-lo-loan na sana ako tapos bigla kong malalaman na hindi pala nila na-process ang papers ko. Back to zero na naman. Nakakainis talaga."*

CCB referred the client's concern to Home Development Mutual Fund (HDMF) on 31 July 2019. On 17 September 2019, the CCB received this update:

*"Hi Sir/Madam, the issue has been resolved. I got my loan and the process was smooth. I would like to thank your good office and Pag-IBIG Binondo Branch for the fast response. God bless you all."*

\*The CCB project was launched on 27 September 2012 with the primary objective of providing an avenue for the public to air concerns on service delivery and, currently, any other violations of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 for resolution, assessment, and process improvement.

# Happy 119th Philippine Civil Service Anniversary to all servant-heroes!

We are happy to present our readers this special anniversary issue featuring the highlights of the civil service anniversary month. On page 9, check out the R.A.C.E. to Serve Fun Run held at the Quirino Grandstand, Manila and at different venues across the country. Proceeds from the fun run go to the *Pamanang Lingkod Bayani* or PLBi program, which honors civil servants who died in the line of duty. Through the PLBi, the CSC is able to give a one-time financial assistance of PHP100,000 as well as scholarship opportunities for the loved ones left behind.

The awards rites for the 2019 Outstanding Government Workers was held on 10 September 2019, with President Rodrigo Roa Duterte conferring the Presidential *Lingkod Bayan*, *Dangal ng Bayan*, and CSC *Pagasa* awards to 49 civil servants. They were honored at Malacañang (see page 8).

We also held the 9th Government Choral Competition on 17 September 2019, where the Tagum City Chamber Chorale emerged as this year's grand champion. The competition is a showcase of government workers' unique talent, as well as a celebration of Filipino culture and the arts through original

Filipino music (see page 15). Aside from the Government Online Career Fair held in partnership with JobStreet.com, CSC Regional Offices also held their respective onsite job fairs at different venues nationwide (page 18).

We also thank our partners from the public and private sector for offering our government workers special treats throughout September. Check out page 20 for discounts and special packages they offered on shopping, travel, accommodation, health and wellness, recreation, office needs, and home improvement.

It was indeed a meaningful and fun-filled celebration that put the spotlight on the hard work and dedication of our servant-heroes. Our warmest thanks to everyone who made the celebration a success!

ALICIA dela ROSA-BALA  
Chairperson

## THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI

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

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

# IMPLEMENTING & REGULATIONS

of REPUBLIC ACT 11032



(Front row, L-R) ARTA Director General Jeremiah B. Belgica, CSC Chairperson Alicia dela Rosa-Bala, and DTI Secretary Ramon M. Lopez (seated) witness the signing of the Implementing Rules and Regulations (IRR) of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018. Also in photo are Senator Juan Miguel F. Zubiri (2nd row, 4th from L), Rep. Ernesto V. Perez (5th from L), and National Competitiveness Council co-chair Bernadette Herrera-Dy (6th from L).

# IRR OF R.A. NO.11032

The implementing rules and regulations (IRR) of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018 was signed at the Philippine International Convention Center in Pasay City on 17 July 2019 and took effect on 4 August 2019, fifteen (15) days after its publication in two (2) newspapers of general circulation.

The EODB EGSD aims to heighten efforts to eliminate red tape and corruption in government.

The signatories include Civil Service Commission (CSC) Chairperson Alicia Dela Rosa-Bala, Department of Trade and Industry Secretary Ramon M. Lopez, and Anti-Red Tape Authority (ARTA) Director General Jeremiah B. Belgica. R.A. No. 11032 principal authors Senator Juan Miguel F. Zubiri and Rep. Bernadette Herrera-Dy witnessed the signing.

"Support ARTA, support the implementation of the Ease of Doing Business and Efficient Government Service Delivery Act, this is our gift to the Filipino people. You and I are accountable to the Filipino people," said CSC Chairperson Bala

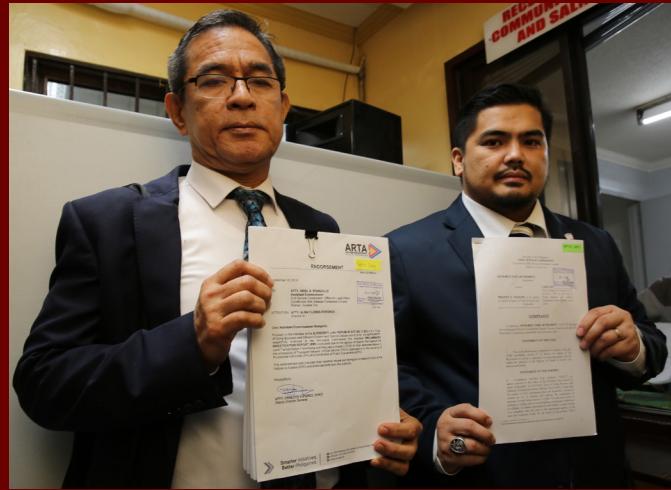
in her message during the signing ceremony. She further urged government agencies to review and revisit their systems and procedures for faster and more efficient transactions in government offices. She also pushed for the automation of systems and processes by ensuring inter-connectivity of government agencies, and introducing online submission of applications, e-payment systems, and electronic issuance of certificates and permits.

DTI Secretary Lopez, for his part, thanked the people responsible for the passage of the EODB EGSD Act of 2018. He said a key indicator of the effective implementation is if more businesses have opened and more investment have come in.

Meanwhile, ARTA Director General Belgica said the creation of the Authority is an important provision as it is mandated to ensure full implementation of R.A. No. 11032. ARTA is mandated to enforce the 3-7-20 standard processing time for applications and transactions with the government.

For simple transaction, government agencies are given three working days; seven working days for complex transactions; and 20 working days for those requiring highly technical assessment.

# RULES ONS 032



ARTA Director General Jeremiah B. Belgica and Deputy Director General Ernesto V. Perez file with the CSC charges against violators of the EODB EGSD Act of 2018.

# 1032 NOW EFFECTIVE

Rule VIII of the IRR provides for the automatic approval or automatic extension, renewal of license, clearance, permit, certification, or authorization upon verification that the applicant has fully submitted all necessary documents and paid all the required fees.

To ensure faster implementation, ARTA DG Belgica announced that the Authority will be requiring all government agencies to submit their Citizens Charter, which is primarily a set of requirements needed by a particular agency on its applicants. He reported that as of April 2019, there have been 793 citizen's charters submitted out of the 19,301 government services. "There is a chance to change things if you stand by what is right. That is the reason we are here," said DG Belgica.

For its part, the CSC will ensure that government workers will be equipped to respond to the challenges and opportunities presented by the law. Section 16 of the EODB EGSD Act mandates for the CSC "to maintain an anti-red tape unit in its central and all its regional offices, utilize Report Card Survey findings for purposive and integrated government-wide human resource systems and programs toward efficient delivery of government service as contemplated in this Act; and receive, review, hear, and decide on complaints on erring government employees and officials and non-compliance with the provisions of this Act."

Administrative jurisdiction on any violation of the provisions of R.A No. 11032 is also vested in the CSC or the Office of the Ombudsman.

## CSC receives charges filed by ARTA

The CSC received formal charges filed by the Anti-Red Tape Authority against officials of the Land Transportation Franchising and Regulatory Board (LTFRB) and the Registry of Deeds (ROD) due to alleged violations committed under the EODB EGSD.

On 18 September 2019, ARTA Director General Jeremiah B. Belgica personally filed with the CSC what is considered to be the first batch of cases for EODB EGSD violations. According to the ARTA, alleged violations include the imposition of additional requirements other than those listed in the Citizen's Charter; failure to render government services within the prescribed processing time on any application or request without due cause; and failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break.



# 2019 PCSA HIGHLIGHTS

The Philippine Civil Service Anniversary is celebrated every September to commemorate the enactment of Act No. 5, entitled “An Act for the Establishment and Maintenance of an Efficient and Honest Civil Service in the Philippines”, on 19 September 1900.

The theme for this year’s celebration, “Civil Service at 119: Upholding Integrity and Building a High-Trust Society”, is anchored on one of *Ambisyon Natin 2040*’s key areas for development planning, which is building a high-trust society. Thus, this year’s celebration puts the spotlight on the role of the civil service in attaining the country’s collective vision and goals.

The *CS Reporter* shares with you highlights of PCSA events held this September at different venues nationwide.



# NATIONWIDE FUN RUN OPENS 119TH CIVIL SERVICE ANNIVERSARY

## THE RACE IS ON!

Government workers turned into runners on the first day of September as they joined the R.A.C.E. to Serve Fun Run, the official kickoff activity of the 119th Philippine Civil Service Anniversary.

At the Quirino Grandstand, 16,720 participants gathered to support the event. Organized by the Civil Service Commission National Capital Region (CSC NCR), the event was made possible by its partners, Watsons, Barangay 666, Manila, National Parks Development Committee, Metropolitan Manila Development Authority, City Government of Manila, City Government of Pasay, Department of Health-NCR, Philippine National Police, Philippine Sports Commission, Intramuros Administration, National Printing Office, Department of Public Works and Highways-NCR, MAYNILAD Water Services, Inc., Philippine Information Agency, and Philippine Television Network, Inc.



CSC Chairperson Alicia dela Rosa-Bala (2nd from right) leads the gun start for the R.A.C.E. to Serve Fun Run held at the Quirino Grandstand, Manila.



CSC Chairperson Alicia dela Rosa-Bala and Commissioners Leopoldo Roberto W. Valderosa Jr. and Aileen Lourdes A. Lizada graced the event, along with other government officials including Credit Information Corporation President Jaime Castro Jose P. Gachitoren, First District of Makati Councilor Virgilio Viernes Hilario, Metro Manila Development Authority Chairperson Danilo Delapuz Lim, City Government of Pasay Mayor Imelda Calixto Rubiano, Land Transportation Office-NCR Regional Director Atty. Clarence V. Guinto, Land Transportation Office-NCR Assistant Regional Director Roquel I. Versoza III, Ecosystems Research and Development Bureau Director Sofio B. Quintana, and Laguna Lake Development Authority Assistant General Manager Generoso M. Dungo.

More than 16,000 government workers from different agencies enjoyed a morning of healthy activities and camaraderie during the 2019 R.A.C.E. to Serve Fun Run held 1 September 2019 at the Quirino Grandstand in Manila.

Meanwhile, Romnick Dago (1st place), Gilbert Laido (2nd place), Isidro Perpetua (3rd place) emerged as the champions of the 10K men's category, while Jay Ann Labasano (1st place), Rica Moreno (2nd place), and Jocelyn Elijeran (3rd place) topped the women's category, receiving PHP15,000, PHP12,500, and PHP10,000, respectively.



CSC Chairperson Alicia dela Rosa-Bala (leftmost) and CSC NCR Director IV Judith Dongallo-Chicano (rightmost) award this year's fastest runners in the 10K men's and women's categories.



Government officials lead the 3K runners at the starting line. (From L-R) First District of Makati Councilor Virgilio Viernes Hilario, CSC Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata, Credit Information Corporation President Jaime Castro Jose P. Garchitorena, CSC Commissioner Leopoldo Roberto W. Valderosa Jr., CSC Chairperson Alicia dela Rosa-Bala, Marikina City Mayor Marcelino Teodoro. Not in photo is CSC Commissioner Aileen Lourdes A. Lizada, who joined the 3K run.

*Government workers in Region V joined Groovin' for PLBi: A Zumba Fitness Fundraiser held at the Legazpi City Convention Center.*



*After a rigorous run at the SM City Iloilo, participants from Region VI pose for a photo.*

*Female runners of the Philippine Navy in Region I warm up for the fun run held at the Poro Point Baywalk and Freeport Zone, San Fernando City, La Union.*



CSC Regional Offices (ROs) also hosted kickoff events in their respective areas during the first week of September. Regions II, VI, VIII, X, and the Cordillera Administrative Region (CAR) held their fun runs and other kickoff activities on September 1. On September 2, CSC RO XII held its Fun Run from the South Cotabato Sports Complex to National Food Authority. On September 5, runners in Region I gathered at Poro Point Baywalk and Freeport Zone, San Fernando City, La Union for the Fun Run as well as a Zumba session, while CSC RO IX held its *Hataw* session at the RT Lim Boulevard, Zamboanga City.



The fun run seeks to raise awareness on the importance of health and wellness, provide a venue for interaction among public servants, encourage friendly competition, and foster camaraderie.

Proceeds from the event will go to the *Pamanang Lingkod Bayani* (PLBi) Program, which honors government workers who died in the line of duty by giving them a one-time financial assistance of PHP100,000, a plaque of recognition, and scholarship grants to the deceased employee's immediate family members.

Since 2011, the CSC has provided for 144 beneficiaries, including families of fallen forest rangers, soldiers, police, and those who perished during rescue efforts caused by Typhoon Yolanda in 2013.

*Fire officers of Region XII enjoy being active during the fun run held at the South Cotabato Sports Complex.*

# PRESIDENT DUTERTE AWARDS OUTSTANDING GOVERNMENT WORKERS



*Presidential Lingkod Bayan recipients with President Rodrigo Roa Duterte during the awards rites for the 2019 Search for Outstanding Government Workers held at Rizal Hall, Malacañang last 10 September. With the awardees are Civil Service Commission Chairperson Alicia dela Rosa-Bala (7th from right), Ombudsman Samuel R. Martires (6th from right), CSC Commissioner Leopoldo Roberto W. Valderosa Jr. (5th from left), and Presidential Spokesman Salvador B. Panelo (6th from left).*

President Rodrigo Roa Duterte conferred the Outstanding Government Workers Award to government service exemplars during the awards rites on 10 September 2019 in Malacañang.

Leading this year's awardees are scientists whose initiatives led to breakthroughs in agriculture, medicine, and space science.

There were eight recipients of the Presidential *Lingkod Bayan* award, which is conferred on an individual or group for exceptional or extraordinary contributions that had nationwide impact. The 2019 Presidential *Lingkod Bayan* awardees are Bureau of Jail Management and Penology Regional Office No. 1 Jail Superintendent Kenneth A. Bid-ing; Gingoog City Government Assistant Department Head Dr. Agnes A. Centino; National Kidney and Transplant Institute Deputy Executive Director for Medical Services Dr. Joselito R. Chavez; University of the Philippines-Manila Research Associate Professor 7 Dr. Raul V. Destura; and Philippine Rice Research Institute Scientist 1 Ricardo F. Orge.

Meanwhile, winning in the group category are the Advanced Space Technology, Research, Operations, and Services Team of the Advanced Science and Technology Institute-Department of Science and Technology; Irradiation Services Team of the Philippine Nuclear Research Institute, also from the Department of Science and Technology; and the Dinagat Islands Provincial Cooperative and Development Office.

The *Dangal ng Bayan* Award is conferred on an individual for performance of extraordinary act or public service and consistent demonstration of exemplary ethical behavior on the basis of adherence to the Code of Conduct and Ethical Standards for Public Officials and Employees.

Recipients of the 2019 *Dangal ng Bayan* Award are Municipal Government of Viga, Catanduanes Department Head Dr. Robert John S. Aquino; Albay Provincial Disaster Management Officer Cedric D. Daep; City Government of Tacurong Administrative Officer V Allan S. Freno; Tangub City Civil Registrar Belen F. Linganay; Department of Education-Division of Oriental Mindoro Master Teacher II Alvin F. Macalintal; Iloilo



Photos (L to R) President Duterte encourages this year's outstanding government workers to continue serving the people with enthusiasm, joy, and pride; CSC Chairperson Alicia dela Rosa-Bala proudly presents this year's exemplary government workers; CSC Public Assistance and Information Office Director IV and Honor Awards Program Secretariat Head Maria Luisa Salonga-Agamata hosts the awarding ceremony.

National Food Authority Mechanical Plant Operator Pepito P. Pauchano; Department of Education-Division of Sorsogon Calao Elementary School Master Teacher II Michelle D. Rubio; Don Mariano Marcos Memorial State University- South La Union Campus Administrative Aide II Porferio L. Soloria Jr.; and Baguio General Hospital and Medical Center Medical Specialist III Dr. Maria Lourdes M. Trajano.

The Civil Service Commission (CSC) *Pagasa* Award is given to an individual or group of individuals for outstanding contributions that directly benefit more than one department of the government.

CSC *Pagasa* recipients are Philippine Carabao Center Senior Science Research Specialist Wilma T. Del Rosario; Provincial Government of Dinagat Islands Agriculturist II Rico B. Galinato; Nueva Vizcaya State University Associate Professor II Lovella G. Velasco; and Tagbilaran City Mayor John Geesnell L. Yap II. Group awardees also include Tagum City's Integrated

Management and Sustainable Environmental Approach to Coastal and Underwater Resources (I'M SEACURE) Group; Tagum City Agriculture Office's Tagumpay Agrivolving Fund; and Visayas State University's VSU Cocotech GenMovers.

The awards conferred under the CSC's Honor Awards Program are the highest honors a civil servant may receive in his or her career. Presidential *Lingkod Bayan* awardees received a gold-gilded medallion, plaque containing the citation and signature of the President of the Philippines, and a cash prize of PHP200,000 for individual awardees and PHP100,000 for each member of group awardees. *Dangal ng Bayan* awardees received a trophy designed by National Artist for Sculpture Napoleon V. Abueva and a cash prize of PHP200,000 each. Meanwhile, CSC *Pagasa* awardees were given a gold-gilded medallion, a plaque containing the citation and signature of the CSC Chairperson, and a cash prize of PHP200,000 for individual awardees and PHP100,000 for each member of group awardees.



Civil Service Commission (CSC) *Pagasa* awardees in a photo opportunity with President Duterte. The CSC *Pagasa* Award is given to an individual or group of individuals for outstanding contributions that directly benefit more than one department of the government.



President Rodrigo Roa Duterte conferred the Outstanding Public Officials and Employees or Dangal ng Bayan Award to nine individuals during the awards rites for the 2019 Search for Outstanding Government Workers.

Winners of the Presidential *Lingkod Bayan* and *Dangal ng Bayan* awardees are also entitled to automatic promotion to the next higher position or receive the equivalent salary increase, subject to existing civil service rules and regulations.

The 2019 Committee on Presidential *Lingkod Bayan* and Civil Service Commission *Pagasa* Awards include CSC Chairperson Alicia dela Rosa-Bala as committee chair, Institute of Corporate Directors President Alfredo E. Pascual as committee vice chairperson, with Chief of Presidential Protocol and Presidential Assistant on Foreign Affairs (Office of the President) Robert A.E. Borje, Ultracraft Advertising Corporation President Agapito S. Suan Jr., and Haribon Foundation Chairperson John Philip J. Lesaca as members.

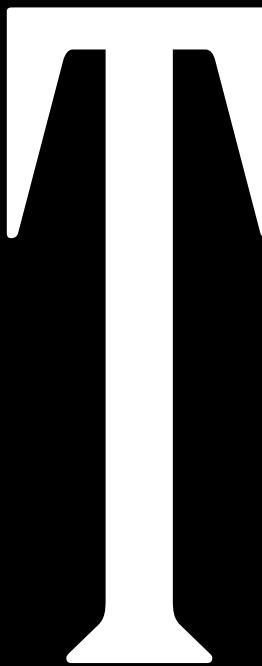
The 2019 Committee on Outstanding Public Officials and Employees (*Dangal ng Bayan*) Award include CSC Commissioner Leopoldo Roberto W. Valderosa Jr. and Ombudsman Samuel R. Martires as committee co-chairpersons, with Commission on Audit Chairperson Michael G. Aguinaldo, Deputy Executive Secretary for Finance and Administration (Office of the President) Rizalina N. Justol, Office of the Executive Secretary Undersecretary (Office of the President) Marah Victoria S. Querol. CSC Public Assistance and Information Office Director IV headed the Honor Awards Program Secretariat.

CSC regional officials and members of the Honor Awards Secretariat with President Rodrigo Roa Duterte in Malacañan.



2019 PCSA HIGHLIGHTS

# TAGUM BAGS CHORAL COMPETITION TOP PRIZE



The Tagum City Chamber Chorale emerged as the champion during the 2019 Government Choral Competition Grand Finals held 17 September at the Cultural Center of the Philippines (CCP). The group bested seven other competitors, including Government Service Insurance System or GSIS Chorale and Bangko Sentral Singers from the National Capital Region; Dasmariñas City Teachers' Chorale from Luzon; Calbayog City Chorale and Department of Education or DepEd Calbayog City Singing Ambassadors from Visayas; and Bayugan City Educators Chorale, and DepEd Dipolog City Teachers' Choir from Mindanao.

The choral groups performed three (3) numbers that are original Filipino compositions, including the competition piece, *Ako'y Isang Lingkod Bayani* by Arwin Tan. The panel of judges for the Grand Finals included Ryan Cayabyab, Alejandro Consolacion III, Ramon Molina Lijauco Jr., Alvin B. Paulin, and Dr. Ramon P. Santos. The grand choral also performed *Kawani ng Gobyerno, Dekalidad ang Serbisyo* by Richard Mauro Bugho to cap the program.

The GCC was organized by CSC Regional Office IV in partnership with the CCP and the National Commission on Culture and the Arts. One of the highlights of the PCSA, the competition aims to showcase the musical creativity and talent of government employees, to promote Filipino culture and arts through choral singing, and to spread *malasakit* and the culture of excellence in public service through original and inspiring compositions.

*After an exhilarating win, the Tagum City Chamber Chorale poses with the members of the Commission on stage.*



The panel of judges for the Grand Finals includes Ryan Cayabyab, Alejandro Consolacion III, Ramon Molina Lijauco Jr., Alvin B. Paulin, and Dr. Ramon P. Santos.



### Awards given during the Grand Finals include:

#### Best regional entries:

- GSIS Chorale (NCR)  
Dasmariñas City Teachers Chorale (Luzon)  
Calbayog City Chorale (Visayas)  
Bayugan City Educators' Chorale (Mindanao)*

#### Best conductor:

- Mr. Marlo T. Sabello  
Tagum City Chambers Chorale*

#### Best arrangement:

- Mr. John August Pamintuan  
Tagum City Chambers Chorale*



All competitors became united as the Grand Choral, performing Kawani ng Gobyerno, Dekalidad ang Serbisyo composed by Richard Mauro Bugho and conducted by Dr. Arwin Q. Tan.

*Left: In her message, CSC Chairperson Alicia dela Rosa-Bala highlighted the role of culture and the arts in spreading patriotism and observing public service excellence.*

*Right: CSC RO IV Director IV Karin Litz P. Zerna thanked the Cultural Center of the Philippines and the National Commission on Culture and the Arts for making the program a success.*





# 2019 PCSA HIGHLIGHTS

# CSC HOLDS ONLINE AND ONSITE JOB FAIRS

The Civil Service Commission (CSC) engaged job seekers during the anniversary celebration through the 2019 Government Job Fair. CSC Central and Regional Offices held online and onsite job fairs in selected venues nationwide.

## ONSITE JOB FAIR

In Metro Manila, the CSC National Capital Region hosted a job fair at the GT-Toyota Asian Center Auditorium, University of the Philippines Diliman, Quezon City on 24 September 2019.

Participating agencies included the Bureau of Customs, Bureau of Internal Revenue, Department of Education - National Capital Region and Schools Division Offices, Department of Science and Technology, Department of Trade

and Industry, Department of Transportation, Development Bank of the Philippines, Metro Manila Development Authority, Philippine Air Force, Philippine Deposit Insurance Corporation, Philippine Health Insurance Corporation, Securities and Exchange Commission, University of the Philippines System, University of the Philippines Diliman, Department of Health Central Office, Quirino Memorial Medical Center, Dr. Jose Fabella Memorial Hospital, National Children's Hospital, Philippine Orthopedic Center, East Avenue Medical Center, National Center for Mental Health, Rizal Medical Center, Research Institute for Tropical Medicine, and Tondo Medical Center.

A total of 2,700 vacancies were posted during the job fair.

CSC Regional Offices also hosted job fairs in their respective regions.



Job seekers flocked to the 2019 Government Job Fair hosted by the CSC National Capital Region on 24 September 2019 at UP Diliman.



CSC Chairperson Alicia dela Rosa-Bala (1st row, 2nd from right), CSC Commissioner Aileen Lourdes A. Lizada (1st row, 2nd from L), CSC NCR Director IV Judith Dongallo-Chicano (1st row, rightmost), and CSC NCR officials lead the ribbon-cutting ceremony to formally open the job fair.



Job seekers and employers gather in one venue for convenient job seeking and head hunting. Job fairs were held in NCR, Regions I, II, III, IV, V, VII, VIII, IX, X, XII, and Cordillera Administrative Region.

## ONLINE JOB FAIR

The CSC, in partnership with JobStreet.com, also held the Government Online Career Fair (GOCF) on 21 to 25 October 2019.

This online event gathered government agencies and job seekers in a virtual environment to exchange information about job openings.

Job seekers from anywhere in the country were able to file their applications online. To participate, they were instructed to create an account with JobStreet.com.ph, where they uploaded their Personal Data Sheet or PDS.

Participating government agencies will conduct initial assessment of applications received through the online event. Applicants will be notified through email or SMS on the status of their application and additional instructions and requirements, if any.

As the event partner, Jobstreet.com prepared participating government agencies through a webinar training series on managing online applications.

## EQUAL OPPORTUNITY

As the CSC practices the Equal Employment Opportunity Principle (EEOP), applications from qualified and interested persons with disabilities (PWD), members of indigenous communities and of any sexual orientation and gender identity were highly encouraged to participate in the 2019 Government Job Fair.

# GOVERNMENT WORKERS TREATED TO SPECIAL PROMOS AND DISCOUNTS

*Enchanted Kingdom, represented by its Sales Executive Margie A. Baluya (2nd from right), is just one of the many private companies that offered special treats for government workers during the anniversary month. CSC Chairperson Alicia dela Rosa-Bala (2nd from left), CSC National Capital Region Director IV Judith Dongallo-Chicano (leftmost), and CSC Office for Financial and Assets Management and Special Treats Coordinator Sam V. Manglicmot (rightmost) handed out plaques to partners during the CSC's appreciation program.*



*Photo courtesy of CSC National Capital Region*

As a "thank you" for a job well done, the CSC through its Office for Financial and Assets Management partnered with selected agencies and companies to provide special treats for government workers. Throughout September and even beyond, CSC's private and public sector partners offered special discounts and promos on shopping, travel, accommodation, health and wellness, recreation, office needs, and home improvement.

For shopping, the SM Department Store, Payless Shoesource, and Metro Retail Stores offered 10% discounts on selected regular-priced items, while SM Appliances offered 5% discount on selections.

For travel, the Procurement Service through its Government Fares Agreement offered discounts on bookings with Philippine Airlines, Air Asia, and Cebu Pacific. Wayfair Tours, Inc. launched its Lakbay Philippines 5+1 Promo Para Sa Mga Kawani ng Gobyerno for travel packages to Bohol, Boracay, Cebu, and Palawan destinations Coron, El Nido, and Puerto Princesa. Meanwhile, the Department of Transportation offered free MRT-3 rides on 19 September 2019.

Go Hotels, Ace Hotels and Suites, and Ramada by Wyndham all offered discounted room rates exclusively for government workers on selected dates.

Health and wellness options were also provided. Mabuhay Chiropractor Clinics, RCC Amazing Touch, and the Asian Eye Institute offered special care packages for body, skin, and eye care.

For a change of pace, government workers were offered recreational options for a quick break from work stress. Star City and Enchanted Kingdom provided discounted rates, while Fun Nation Amusement Center offered promos.

To work in style, FlexiSpot and Inkrite also offered discounts on their ergonomic and printing products. Home improvement was also covered by Ace Hardware's discounts.



*Photo courtesy of CSC National Capital Region*

CSC Chairperson Alicia dela Rosa-Bala (2nd from L), CSC NCR Director IV Judith Dongallo-Chicano (leftmost), and CSC Director II Nel Sherwin A. Carnetes hand the City Government of Manila a plaque of appreciation for their support to the R.A.C.E. to Serve Fun Run held in Manila.



*Photo courtesy of CSC National Capital Region*

Janet Bayan (Radyo Pilipinas RP2, anchor of CSC's regular radio program Serbisyo Pilipinas), receives a plaque of appreciation from CSC Chairperson Alicia dela Rosa-Bala, CSC Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata, and CSC Executive Director Arthur Luis P. Florentin during the appreciation program for CSC's anniversary partners and sponsors.

# CSC HOLDS APPRECIATION PROGRAM FOR PARTNERS AND SPONSORS

The Civil Service Commission (CSC) honored its anniversary partners and sponsors with a simple appreciation ceremony held in Diliman, Quezon City.

Organized by the CSC National Capital Region, the event was attended by representatives from the public and private sectors involved in organizing the anniversary celebration.

The R.A.C.E. to Serve Fun Run was sponsored and supported by Watson Philippines, Barangay 666 Manila, National Parks Development Committee, Metropolitan Manila Development Authority, City Government of Manila, City Government of Pasay, Department of Health-NCR, Philippine National Police, Philippine Sports Commission, Intramuros Administration, National Printing Office, Department of Public Works and Highways-NCR, MAYNILAD Water Services, Inc., Philippine Information Agency, and People's Television Network, Inc.

The Government Choral Competition was successfully held with the support of the Cultural Center of the Philippines and the National Commission on Culture and the Arts.

The 2019 Search for Outstanding Government Workers was sponsored and supported by the Commission on Human Rights, Cultural Center of the Philippines, Commission on Audit, Department of the Interior and Local Government, Department of Tourism, Philippine Heart Center, Philippine National Police, Light Rail Transit Authority, Lung Center of the Philippines, Metro Manila Development Authority, Metro Rail Transit, National Intelligence Coordinating Agency, National Kidney and Transplant Institute, Office of the Ombudsman, Office of the President, Philippine Association of State Universities and Colleges, Philippine Drug Enforcement Agency, Philippine General Hospital, Philippine Normal University, People's Television Network, Radio Television Malacañang, Radyo Pilipinas, Scientific Career System, SM Investments Corporation, Technical Education and Skills Development Authority, and University of the Philippines.

For partners and sponsors of the online and onsite job fairs and the special treats, refer to pages 18, 19, and 20.

## 2019 Public Sector HR Symposium highlights AmBisyong Natin 2040



HR practitioners gather at the 2019 Public Sector HR Symposium held at the Philippine International Convention Center on 24 to 26 July 2019. ASEAN delegates (front row) also joined the three-day event.

Public sector HR supports societal goals.

Government leaders and human resource (HR) practitioners gathered for the 2019 Public Sector HR Symposium on 24 to 26 July at the Philippine International Convention Center (PICC), Pasay City to learn how to steer government agencies and build the capacities of civil servants toward realizing *AmBisyong Natin 2040*, the Filipino people's collective vision and aspirations.

With the theme "Moving Together Toward *AmBisyong Natin 2040*", the symposium showcased global trends and best practices in achieving "people centered, clean, efficient, and effective governance." This goal is one of the desired outcomes in the Philippine Development Plan 2017-2022, which is critical to laying down the foundation for inclusive growth, a high-trust and resilient society, and a globally competitive knowledge economy.

### Exploring Global HR Trends

Participants in the event were exposed to relevant topics ranging from 21st century leadership and HR skills and competencies, intensifying Public Service Values, promoting a culture of innovation and productivity, to harnessing technology for global competitiveness in today's technology-driven and knowledge-intensive world.

The symposium also included discussions on current measures to achieve seamless public service delivery and anti-corruption drives, enhancing administrative governance, engaging and empowering citizenry, Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act, PRIME-HRM, Results-Based Performance Management, Public Finance Management, and other accountability systems.

Leaders and HR practitioners from both the public and private sectors as well as delegates from ASEAN member-states attended the event.



The Provincial Government of Agusan del Sur is one of the awardees recognized during the PRIME-HRM Awards at the 2019 HR Symposium.



CSC Chairperson Alicia dela Rosa-Bala and CSC Commissioners Leopoldo Roberto W. Valderosa Jr. and Aileen Lourdes A. Lizada lead the formal opening of the HR Symposium exhibit.



CSC Chairperson Bala



CSC Commissioner Valderosa



CSC Commissioner Lizada

(Above) The Commission addressed HR practitioners during the plenary sessions.

## Reaching for Higher HR Maturity Level

One of the highlights of the HR Symposium was the conferment of the PRIME-HRM Bronze Award to 106 government agencies for elevating the standard of human resource management (HRM).

Awardees came from all over the country, with the most coming from Region XI with 15 awardees; Region III, 14 awardees; Regions VI and National Capital Region, 12 awardees each; and Region I, 11 awardees. The agency representatives received a Plaque of Recognition from CSC.

*"These agencies are investing on their people by having quality HRM systems and processes because they see the link between people excellence and public service excellence. We commend them and hope that they serve as an inspiration for other government agencies to follow,"* said CSC Chairperson Alicia dela Rosa-Bala.

*"We hope that more agencies will use PRIME-HRM to evaluate where they are now in terms of maturity in HR management, and to work with the CSC to reach higher maturity levels,"* Chairperson Bala said.

As one of the priority programs of the Civil Service Commission (CSC), the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM supports the institution's goal to become a center of excellence in HR and OD in Asia. PRIME-HRM is CSC's strategy to develop and empower agencies in the Philippine government. It is a program that assesses the HRM practices, systems, and capabilities of government agencies as well as entails greater engagement not just of the HR officer but also of the officials and the rank-and-file employees of the agency. PRIME-HRM is aimed at elevating the public sector human resource management to a level of excellence through the process of assessment, assistance, and recognition—summarized as assess, assist, award.

As part of the assessment, the agency is classified according to four maturity levels: Level 1 or Transactional HRM, Level 2 or Process-Defined HRM, Level 3 or Integrated HRM, and Level 4, Strategic HRM.

# CSC promotes inclusivity and diversity in the workplace

An inclusive government is a government that exercises *malasakit*.

The Civil Service Commission (CSC) recently held a Gender Equality, Disability, and Social Inclusion (GEDSI) and Human Resource (HR) Forum to highlight its advocacy on inclusivity and diversity in the workplace.

The forum featured talks from former Department of Social Welfare and Development Secretary Judy Taguiwalo, Quezon City Councilor Lena Marie P. Juico, and Rainbow Rights Community Paralegal Program Associate Ejjay Bernardo. The University of the Philippines Diliman Gender Office, led by its Coordinator Dr. Nancy Kimuell-Gabriel, also held a workshop for developing sensitivity in the workplace.

The CSC has long championed gender sensitivity and responsiveness in the workplace. It has pioneered policies on employee benefits and discipline that addressed issues on gender bias and discrimination, provisions of which preceded those included in landmark laws such as the Anti-Sexual Harassment Act of 1995 and the Magna Carta of Women of 2009.

Now, it welcomes milestones in policies such as the signing of the 105-Day Expanded Maternity Leave Law and its implementing rules and regulations, as well as the re-filing of the Sexual Orientation and Gender Identity and Expression Equality or SOGIE bill for the 118th Congress.

## Observing PWD lanes

The CSC also reminded all government offices, especially those providing frontline services, to provide express lanes for persons with disabilities (PWDs). The CSC issued the reminder as the nation observed National Disability Prevention and Rehabilitation Week in July.

CSC Memorandum Circular No. 20, s. 2017, signed by Chairperson Alicia dela Rosa-Bala, orders all government agencies to "provide express lanes for PWDs or in the absence thereof, priority shall be given to PWDs in all the transactions therein."

The circular is based on the provisions of Republic Act No. 10754, or An Act Expanding the Benefits and Privileges of Persons with Disability, and its implementing rules and regulations.



Former DSWD Secretary Judy Taguiwalo addressed the participants of the GEDSI forum and shares her experience as a female government leader and social worker.

## Inclusive CS exams

The CSC has also made the Career Service Examination (CSE) more accessible to PWDs, as well as the elderly and pregnant women, as part of measures to promote equal employment opportunity in government.

Under CSC Resolution No. 1701159 issued 31 July 2017 and circularized through CSC Memorandum Circular No. 31, s. 2017 dated 6 October 2017, partially and totally blind examinees can take the examination using either Dictation or the Braille system, with the help of a suitable room examiner and proctor. Those with low vision will be assigned test materials with increased font size.

The deaf or hard of hearing will be guided by a room examiner and proctor with knowledge on sign language or by certified sign language interpreters.

Examinees who are PWDs, pregnant women, and senior citizens will be assigned to take the examination in a room located on the ground floor of the testing building for ease of movement.

As the premier human resource management institution of the Philippine government, the CSC continues to work toward ensuring a people-centered government that exercises *malasakit*. Over the years, it has issued HR policies and implemented programs that continue to revolutionize the workplace in support of honing a competent and highly motivated workforce (check out *HR Corner* on page 34).

# **EXAMS AND ELIGIBILITIES**

## **LIST OF PASSERS FOR AUG. 4 CAREER SERVICE EXAMS RELEASED**

**A**total of 29,733 examinees passed the Career Service Pen and Paper Test (CSE-PPT) conducted nationwide on 4 August 2019. Said figure represents 11.62% of the total 255,778 examinees for both Professional and Subprofessional levels.

Karizza Gem Reopta, from the National Capital Region (NCR), bested 224,777 Professional level examinees with a rating of 88.91, while Sidney Dani Gelito, from Southern Tagalog topped the Subprofessional test with a 90.14 rating out of 31,001 examinees.

The CSC said the new eligibles can be appointed to first level (clerical, trades, crafts, and custodial service), and second level (professional, technical, and scientific) positions in the government career service that do not involve practice of profession or are covered by special laws. The Subprofessional eligibles can be appointed only to first level positions while the Professional eligible can be appointed to either first or second level positions. Aside from eligibility, an aspirant for a government career service position must further meet education, experience, training, and other competency requirements of the position, the CSC stressed.

Completing the list of top passers are: For the Professional level – Christian Brylle Dacanay (Davao region)-88.70; Cedrick Cabuhat (Central Luzon)-88.49; Andrew Miguel Rebamba (NCR)-88.45; Alea Paula Hinojosa (Southern Tagalog)-88.40; Jemuel Dave Dorado (Southern Tagalog)-88.39; Divino Angelo Esteban (NCR)-88.37; Tasha Russel Teh (NCR)-88.34; Arlyn Emmelle Graham Petalver (NCR)-88.25; and Lemuel John Urbano (Ilocos region)-88.22.

For the Subprofessional level – James Michael Aquino (Southern Tagalog)-89.85; Joel Jardine Eribal (NCR)-89.20; Angel Mae Acuesta (Western Visayas)-88.89; Susie Angeli

Espiritu (NCR)-88.88; Jemima Reside (NCR)-88.86; Haerann Salgado (Central Luzon)-88.84; and Cristelle Maye Valenzona (NCR), Paolo Ponciano (Southern Tagalog), Kathryn Joy Villanueva (Southern Tagalog), and Clark Adrian Adalia (Southern Tagalog)-88.56.

In terms of regional performance, NCR posted the highest passing rate at 17.89% for both levels of examination, translating to 9,599 passers out of 53,641 total examinees. The Cordillera Administrative Region (CAR) came in second with a 16.32% passing rate despite not having landed any spot in the lists of top passers. Other top performing regions include Southern Tagalog with 12.79% passing rate, Central Luzon – 12.33%, and Davao region – 11.98%.

Going by the level, for the Professional level: NCR (18.45%), CAR (16.89%), Southern Tagalog (12.87%), Central Visayas (12.28%), and Central Luzon (12.21%). For the Subprofessional level: NCR (14.72%), Central Luzon (12.98%), CAR (12.91%), Southern Tagalog (12.34%), and Bicol region (11.52%).

The complete list of successful examinees of the Aug. 4, 2019 CSE-PPT may be accessed at the CSC website, [www.csc.gov.ph/cseppt080419/cseppt/](http://www.csc.gov.ph/cseppt080419/cseppt/).

Examinees, both passed and failed, may generate their individual test result through the Online Civil Service Examination Results Generation System (OCSERGS) from the CSC website by 18 October 2019. Passers are also advised to access and read thoroughly the corresponding CSC Examination Advisory No. 15, s. 2019 through [www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/1677-examadvisoryno15s2019.html](http://www.csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/1677-examadvisoryno15s2019.html).

# CSC RELEASES EXAM CALENDAR FOR 2020

**T**welve (12) civil service examinations are slated for 2020, with the Career Service Professional and Subprofessional Level examinations, which draws the biggest number of examinees, to be conducted twice.

The Career Service Examination (CSE) Pen and Paper Test (Professional and Subprofessional Levels) will be conducted on 15 March 2020, with application period from 16 December 2019 to 15 January 2020; and on 9 August 2020, with application period from 11 May to 10 June 2020.

The CSE is a general ability test designed to measure an individual's preparedness to enter government service. Passing the CSE would result in the conferment of either Professional or Subprofessional eligibility that is needed, among others, for permanent appointment to corresponding career service positions in the government except those that involve the practice of profession or are covered by special laws.

The Career Service Examination for Foreign Service Officer (CSE-FSO) will be administered on 2 February 2020. The application period will run from 11 October to 25 November 2019. Conducted in collaboration with the Department of Foreign Affairs (DFA), the CSE-FSO serves both as a qualifying test and an eligibility examination. As a qualifying test, it forms the first part of the five-part Foreign Service Officer Examination (FSOE). Thus, passing the CSE-FSO is a requisite to be able to proceed to the succeeding parts of the FSOE, which are the Preliminary Interview, Written Test, Psychological Test, and Oral Test, all administered by the DFA. The FSOE is being done to recruit candidates for the Foreign Service Officer, Class IV position.

As an eligibility examination, passers of the CSE-FSO shall simultaneously be conferred the Career FSO Eligibility. This eligibility is appropriate to first level (clerical) and second level

(technical) positions in the government that do not involve practice of profession and are not covered by Bar, board and other laws.

The biennial Fire Officer Examination (FOE) and Penology Officer Examination (POE) will be conducted on 21 June 2020. Interested applicants may register from 31 March to 30 April 2020. The resulting Fire Officer Eligibility and the Penology Officer Eligibility are both second level eligibilities that are specific and appropriate for second level ranks in the fire protection and jail management and penology services, respectively, and other functionally related services. These eligibilities, however, are not appropriate for ranks under the Philippine National Police.

Coinciding with the FOE and POE is the Basic Competency on Local Treasury Examination (BCLTE). The BCLTE is part of the Standardized Examination and Assessment for Local Treasury Service (SEAL) Program of the Department of Finance (DOF). The civil service eligibility resulting from passing the BCLTE shall be called Local Treasurer Eligibility, a second level eligibility only appropriate for appointment to Local Treasurer and Assistant Local Treasurer positions, and to positions under the Financial Services that do not require practice of profession and are not covered by Bar/Board or special laws.

Four types of examinations will be administered on 11 October 2020: the Intermediate Competency on Local Treasury Examination (ICLTE), Pre-Employment Test, Promotional Test, and Ethics-Oriented Personality Test (EOPT). Applications for these tests will be accepted from 21 July to 20 August 2020.

The ICLTE is also part of the DOF's SEAL Program. It forms part of the assessment of the DOF in the selection, appointment, designation, and promotion to higher positions in the local treasury service that do not require practice of



## 2020 EXAM CALENDAR

DATE OF EXAMINATION	TITLE OF EXAMINATION	APPLICATION PERIOD
2 February 2020	Career Service Examination for Foreign Service Officer (CSE-FSO)	11 October 2019 ~ 25 November 2019
15 March 2020	CSE Professional Level CSE Subprofessional Level	16 December 2019 ~ 15 January 2020
21 June 2020	Fire Officer Examination (FOE) Penology Officer Examination (POE) Basic Competency on Local Treasury Examination (BCLTE)	31 March 2020 ~ 30 April 2020
9 August 2020	CSE Professional Level CSE Subprofessional Level	11 May 2020 ~ 10 June 2020
11 October 2020	Intermediate Competency on Local Treasury Examination (ICLTE) Pre-employment Test Promotional Test Ethics-Oriented Personality Test (EOPT)	21 July 2020 ~ 20 August 2020

profession and are not covered by Bar/Board and special laws. An applicant must be a holder of the Local Treasurer Eligibility and must possess a bachelor's degree on the date/time of filing of application.

The Pre-Employment Test, Promotional Test, and EOPT are adopted by government agencies as part of their screening process on recruitment, placement, and promotion. The Pre-Employment Test serves as a mechanism to filter applicants; the Promotional Test allows objective evaluation of applicants' readiness and competencies for promotion purposes; and the EOPT determines behavioral tendencies and personality profile of applicants.

Except for the CSE-FSO, the Commission will issue individual announcements on the said exams that would contain detailed information on the list of testing centers, qualification/admission requirements, application requirements and procedures, scope of examination, and important reminders for examinees.

The examination announcement for the CSE-FSO will be issued by the DFA.

The CSC advises interested individuals to regularly visit the CSC website at [www.csc.gov.ph](http://www.csc.gov.ph) for updates.

# Exam 101

## Preparing for the Exams

There is usually a two-month period from the last day of applying for the exams to the actual date of the exam. This means examinees have roughly two months to prepare for the exam. Do not waste it! Instead of just waiting around while the exam date looms, use the generous time provided for you to do all you can and ensure your success.

Here are some tips to avoid last-minute stress and help you get ready to ace that test:

- Safekeep your documents!** So you have finally filed for the exam and you have been given your application receipt. Remember that CSC strictly enforces a "no I.D., no exam" policy, which means you have to present your valid identification card on the day of the exam. Preferably, present the same I.D. you used for your application. However, if your I.D. validity will expire on the day of the exam, make sure that you apply for any acceptable government-issued I.D. identified by the CSC in its exam advisories. As a last resort, an expired I.D. card may be presented for admission on examination day, provided that, the expiry date of the I.D. card is within the preceding months of the year reckoning the date of examination.



Keep your I.D. and your application receipt (for your reference) in a safe place that is accessible and easy to remember for you, ready to be retrieved on the exam date. This way, you'll avoid forgetting or losing your documents.

2. **Review properly, and review well.** So you have acquired several reviewers and memorized the answer key to all of them. You are assuming that the CS exams will have the same questions and therefore you will just write down the answers you have memorized. Think again. Remember that the CSC does not produce, endorse, or sell any reviewer and is not connected with any review center.

Be encouraged to do a proper review. The CSC issues a scope of the exam to give you an idea of the range of topics, the number of test items, and the total number of hours to be given for answering. Consult with colleagues or friends who previously took the exam, or conduct a group review. Be a strategic reviewer and understand that the aim of the exam is to measure your aptitude and readiness for public service.

3. **Be alert for updates. Avoid fake news!** We recommend getting your information on the exams straight from the CSC. Exam advisories, announcements, and press releases are regularly uploaded via the CSC website, [www.csc.gov.ph](http://www.csc.gov.ph) (under Examinations) and the official Facebook Page, [www.facebook.com/civilservicegovph](http://www.facebook.com/civilservicegovph). You may verify the information you got from other sources with the ones from CSC's official communication channels. If you have questions or clarifications, call your CSC Regional or Field Office, or send a message to their respective Facebook Pages. You may also access the CSC directory from [www.csc.gov.ph/cscrod](http://www.csc.gov.ph/cscrod).

Do not just wait for the information to land on your lap. Stay updated and in the know.

4. **Know where to take your exam.** 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 one to two weeks before the date of exam. If you have questions about your venue

*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.*

The CS Reporter is doing a series on exam guidelines to help examinees know what to do before, during, and after taking the Career Service Examinations (CSE). In the last EXAM 101 feature, we discussed the application process for the CS Exams. We now continue with a list of things to do before the exam date.

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. **Don't be a last-minute person.** Want a stress-free exam? Use your waiting time to do everything you have to do before the day of the exam. Download and print out CSC's checklists for taking the exam. Or make your own checklist and see which documents are already with you and which ones you still need to secure, or which topics you have already reviewed for and which ones still need your attention. Create a personal calendar that shows the number of days left before your exam. This way, you can see which tasks are still to be done. Do you still need to call your CSC Regional or Field Office to ask something? Have you already retrieved your exam venue? Will the clothes you plan to wear for the exam pass the restrictions? Will your travel route ensure your arrival before the gates close? When you have covered all bases, then rest assured you'll just breeze through the exam.

Have everything ready for the big day. As the saying goes, "Success doesn't just find you; you have to go out and get it." Be a smart career service examinee!

It's the 119th anniversary of the Philippine Civil Service, and we have a little exam trivia for you.

Did you know that civil service examinations have been administered by the Philippine Civil Service Board since the 1900s?

On 2 July 1901, the first competitive civil service examinations were held in Manila, Iloilo, and Cebu. Competitive exams were held every 3rd Monday of each month thereafter.

In this article published on 20 September 1903 in The New York Times, it is recorded that about 4,000 individuals take the test annually.

Decades later, the Civil Service Commission (CSC) administered the Career Service Examination once a year to some 300,000 to 400,000 examinees in both the Professional and Subprofessional levels.

# Exam Trivia!

## PHILIPPINE CIVIL SERVICE.

*Special to The New York Times.*

WASHINGTON, Sept. 19.—Civil Service reform appears to have great popularity in the Philippines. The annual report of the Philippine Civil Service Board, just received at the War Department, states that 100 different kinds of examinations are held annually, at which about 4,000 persons are examined. Of these about one-half become eligible for appointment.

About 1,400 original appointments are made, nearly equally divided between the English and Spanish-speaking eligibles, and about 900 appointments are made by promotion or transfer, of which many require examinations of a technical and scientific character. Roughly speaking, therefore, of the 4,000 persons examined one-half receive appointment.

Since the passage of the civil service act of Sept. 17, 1900, about 350 persons have been selected in the United States for appointment to professional, technical, and scientific positions, the majority of them being persons transferred from the classified service of the United States.

The civil service system in the Philippines has in its jurisdiction not only general offices, but municipal as well, and practically covers every office from the heads of the departments down to unskilled laborers. It also requires examinations for promotions.

The board states that the provision for filling the highest bureau positions by promotion is an important and distinguishing feature of the Philippine act, and adds: "The Federal civil service law has no provision comparable with this which induces young men with excellent ability to enter the lower grades. It means a personnel above mediocrity, and the establishing and maintaining of an efficient civil service in the Philippines."

It asserts that the effect of putting teachers in the classified service "has materially raised the standard of efficiency, and has resulted in marked improvement in the teaching service."

The answer sheets of examinees were manually checked twice to ensure accuracy of results. With this procedure, results of massive examinations were usually released after six months, minimum, to one year, maximum.

In 1967, the examination system began to use computer technology in the processing of test results by contracting government agencies with computer facilities.

In 1990, the CSC acquired mid-ranged computers to beef-up its capability to handle more test data and process them at a much faster rate such that results were released in only six months. This development gave birth to CSC's vision of computer-based examination system.

Image credit: <https://www.nytimes.com/.../ar.../philippine-civil-service.html...>  
Source: [http://csc.gov.ph/COMEX/csc\\_exam\\_history.html](http://csc.gov.ph/COMEX/csc_exam_history.html)

# From Good to Great: The Challenges of Public Officials\*

\*panel presentation of Chairperson Alicia dela Rosa-Bala at the Association of the Department of Education Directors' 2019 National Assembly of Education Leaders themed "Challenged Leaders: Embracing the Future, Braving the Changes", 25 September 2019, Pasay City

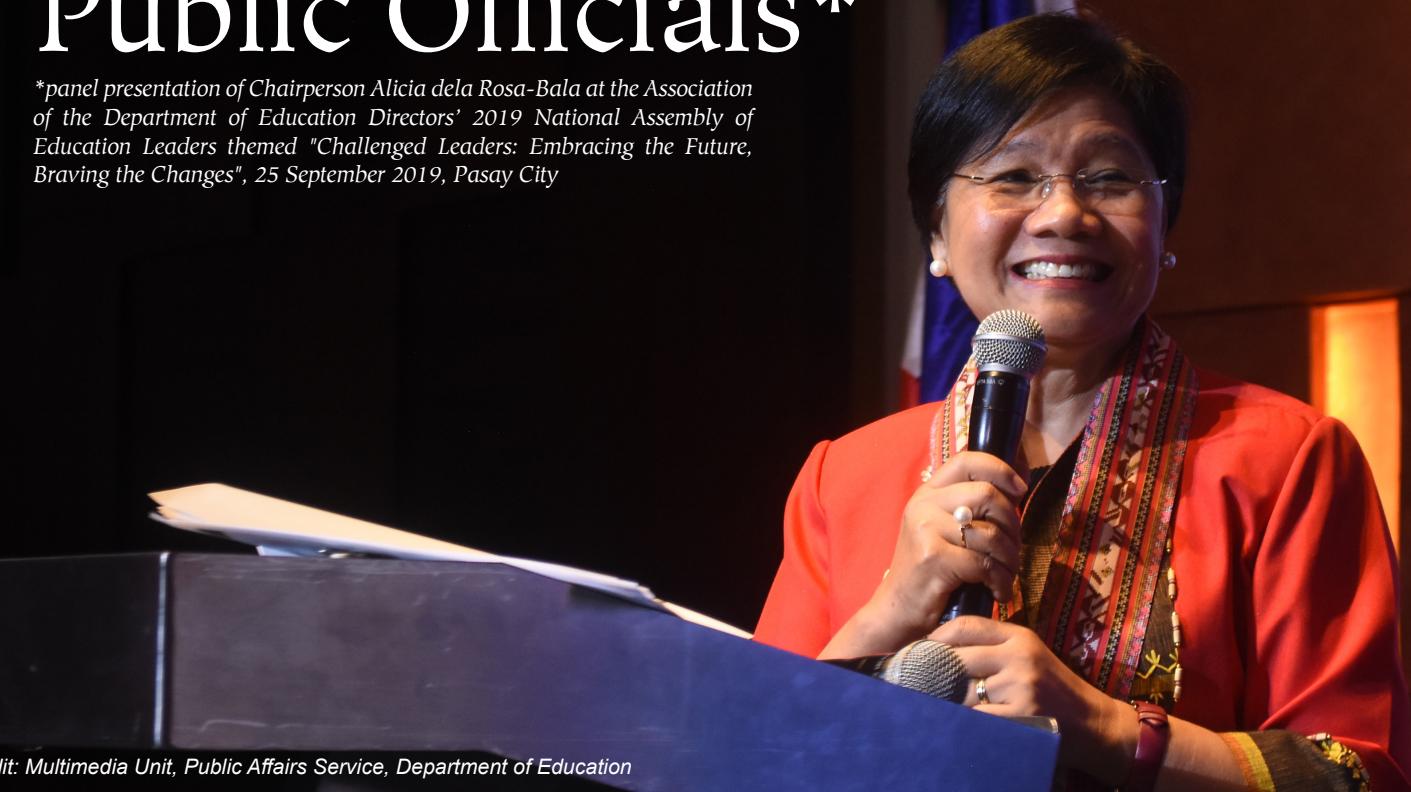


Photo credit: Multimedia Unit, Public Affairs Service, Department of Education

**I**sang mainit na pagbatí sa lahat ng ating lingkod bayani! Maligayang ika-isandaan at labing siyam na anibersaryo sa ating lahat. What a timely occasion—this assembly coincides with the 119th Philippine Civil Service Anniversary. Our theme is "Civil Service at 119: Upholding Integrity and Building a High-Trust Society", to highlight the role of government workers in achieving the country's societal goals and over-all vision.

On behalf of the Commission, I would like to thank the Association of the Department of Education Directors, Inc. for inviting the CSC in this Assembly. It is a privilege to speak before the National Assembly of Education Leaders, especially because this is the critical mass of movers and shakers in the education sector. You hold the future of education in our country because you are molding our young men and women as they prepare to take their place in the world. Teaching remains a noble profession because of the impact it has on our lives and our future as well.

## EMBRACING THE FUTURE, BRAVING THE CHANGES

I really appreciate the theme *Challenged Leaders: Embracing the Future, Braving the Changes* because it reflects the message we have been drumbeating for several years now. Who here has attended the Public Sector HR Symposium?

You may recall that in previous years, we have highlighted the principles of change in our yearly gathering. The concept of change figured prominently in our event themes because we wanted to prepare our human resource or HR management practitioners for the fluidity and dynamism of globalization and technological advancements.

It is an exciting time for government workers and I hope that our participants will be further motivated and inspired by developments in the field. An imminent change we have to deal with is rapid technological advancement and how it is revolutionizing organizations across the globe.

There is also a wider range of options for improving the way we work and how we interact with our stakeholders, clients, and each other. Online and paperless technology has caused major changes in management, peer-to-peer relations, and government-client transactions. The challenge is overcoming anxiety over such changes and dealing with tensions between different generations of workers.

We are also experiencing the impact of 4th Industrial Revolution, which experts say is not only inevitable but is already happening. We hear theoretical terms being thrown around, such as the Internet of Things (IoT), robotics, virtual reality (VR), and artificial intelligence (AI)... Another buzzword we now hear is VUCA. This stands for volatility, uncertainty,

complexity, and ambiguity, which are characteristic of the world we are living in today. As a result, emerging ideas in strategic leadership and organizational development take into account changing realities in an increasingly globalized and technology-driven world.

As you can see, we are dealing with a lot. That is why we have to make sure our multi-generational workforce is able to deal with ongoing and upcoming challenges.

## CONTEXT SETTING

As the premier human resource institution of the Philippine government, the CSC's mandate is to promote morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the civil service. Our strategies and priorities are anchored on one of the desired outcomes in the Philippine Development Plan 2017-2022, ensuring people-centered, clean, and efficient governance, and one of *Ambisyon Natin* 2040's key areas for development planning, building a high-trust society.

This is the context within which the CSC leads government agencies toward strategic HR. Our goal is to be at par with global HR standards, which would allow us to build a competent and highly motivated workforce. This would then translate to public service excellence.

To reach that goal, we must hurdle our biggest challenges. I would like to emphasize on three challenges in my discussion today.

### CHALLENGE # 1: PURSUING CUSTOMER SATISFACTION

The first challenge is pursuing customer satisfaction. As our society evolves, our policies and programs also evolve. We previously relied solely on Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees for guidelines on service delivery and performance. The Code prescribes norms in behavior and performance, articulating how public service delivery should be done.

In 2007, Republic Act No. 9485 or the Anti-Red Tape Act (ARTA) took effect, setting the minimum standards for accessing frontline government services. The law required all government agencies to, among others, streamline their procedures, implement the No Noon Break policy in frontline offices, conduct an anti-fixer campaign, put up a Public Assistance and Complaints Desk, and improve facilities to include special lanes for pregnant women, persons with disabilities, and the elderly. The law also imposed penalties on violation to encourage discipline and behavioral change among frontliners.

In a series of World Bank studies on the ease of doing business, a significant improvement in the performance of the Philippine government is shown to coincide with the 10-year implementation of ARTA. In 2007, the Philippines ranked 126 out of 175 countries, and was characterized by "long waiting

times and complicated bureaucratic procedures" seen to be common in all frontline services. In 2017, the Philippines ranked 99th out of 190 countries, with waiting time being reduced from 48 days in 2007 to 28 days in 2017. The study also cited the Report Card Survey annually conducted by the CSC, which records the substantial improvement of the rankings of government agencies as they graduated from ratings of *Failed* to ratings of *Excellent*.

Meanwhile, the Ateneo School of Governance, in a study commissioned by the Integrity for Investments Initiative and USAID Philippines, summarized the impact of ARTA into three major findings: physical improvement of government frontline facilities, reduced red tape in frontline transactions, and behavioral change among frontliners.

While we made significant strides in addressing red tape and corruption, there is still a big room for improvement. Now that the implementing rules and regulations for Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act have been signed, we are once again embarking on the next phase of service improvement.

Provisions of the EODB EGSD demand even higher standards and impose more stringent rules that government should be able to comply with. The law requires the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government. The 3-7-20 rule shall now be observed—only 3 days are given for simple transactions, 7 for complex, and 20 for highly technical ones.

Automation of process and modernization of facilities are also demanded. Under the law, a zero-contact policy shall be adopted in preliminary assessment of requests and evaluation of submitted requirements. This means another change is underway for our frontline work flow.

As you can see, the high aspirations of the law will also be requiring much from us, and immediately as well.

For its part, the CSC has gone around the country with the Department of Trade and Industry for intensive stakeholder consultations and information dissemination efforts. We also participated in the crafting of the IRR. During this period, we realized how much of a challenge the new law is to our government officials and employees. But we also saw how deeply committed everyone was in pursuing customer satisfaction. They were willing to go all out in modernizing their facilities and further training their staff to be ready for the EODB EGSD.

Is customer satisfaction really that elusive? I think, by nature, customer satisfaction is indeed elusive in a sense that the standards will always be changing. Naturally, the demand today would be different. Customers would always be searching for something faster and easier, and we would always be on a race to fill the gaps. That is the challenge for us, civil servants and public sector leaders. We cannot rest

on our laurels or remain languid as if we exist in a vacuum. We are called to always innovate, to always be one step ahead.

It is to our advantage that we have the EODB EGSD law to back us up in our proposals for innovation and budget requests. We now have even greater power to break free from the burden of bureaucratic red tape and corrupt practices, and get onboard the modernization train toward a people-centered, clean, and efficient governance.

#### **CHALLENGE #2: RAISING HR MATURITY LEVELS**

When we talk about improving services, we are essentially talking about developing people. Government services can only be as good as the people that deliver it. When we demand service excellence, we are also, in effect, referring to people excellence.

That is why the CSC as an HR institution puts premium on the government's strongest asset—its people. This relies on HR management that meets global standards while responding to each agency's specific needs.

Primarily initiated to help public sector agencies achieve higher HR maturity levels, the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) is also the CSC's strategy to develop individuals and empower agencies in the Philippine government. Its process of assessment, assistance, and recognition—summarized as assess, assist, award, PRIME-HRM also looks at an agency's four core HR processes, namely: recruitment, selection, and placement; performance management; learning and development; and rewards and recognition. CSC believes that diagnosing and targeting these HR processes for improvement is crucial for an agency to upgrade itself and meet higher standards of public service.

Since its initial implementation in 2012, the program has undergone enhancements to reflect developments in HR management. Agencies are now classified according to four maturity levels: Level 1 or Transactional HRM, Level 2 or Process-Defined HRM, Level 3 or Integrated HRM, and Level 4, Strategic HRM.

During the 2019 Public Sector HR Symposium on 24 July 2019 at the Philippine International Convention Center, we conferred the PRIME-HRM Bronze Award to 106 government agencies for HR Maturity Level II.

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Awardees came from all over the country, with the most coming from Region XI with 15 awardees; Region III, 14 awardees; Regions VI and National Capital Region, 12 awardees each; and Region I, 11 awardees. The agency representatives received a Plaque of Recognition from CSC.

They were highly commended for meeting the enhanced PRIME-HRM Maturity Level II indicators, and hurdling a rigorous assessment process. More importantly, they now serve as examples of excellence in their respective regions, so that other agencies may aspire to level up in their HR processes as well.

I also congratulate the Department of Education for being the first agency to undergo the PRIME-HRM Assess and Assist phases in 2014. I believe you are now undergoing the Assist phase for the enhanced PRIME-HRM indicators. I know that the new indicators are even more challenging, but I encourage you to push through in reaching for the next HR maturity level.

I also congratulate you for holding your very first Human Resource and Organizational Development Convention in November 2018, which shows how far you have come in terms of making HR a huge part of your agency strategy. I hope that integrating PRIME-HRM with your HR functions and processes has helped you achieve breakthrough results and enhanced agency performance. More importantly, I hope that this has prepared your people to meet not only the indicators of the next PRIME-HRM Maturity Level but also the higher demands of public service.

I also hope that by undergoing PRIME-HRM, DepEd has gained a deeper understanding about the link between service excellence and HR excellence. We cannot separate one from the other; thus, we can neglect neither.

The challenge now is to think about both—as you think about improving your services, you should always be thinking about developing your people through raising your HR maturity level. This is how the agency can prepare for and bravely face the changes ahead.

#### **CHALLENGE #3: PROMOTING INCLUSIVITY AND DIVERSITY**

As government workers and education leaders, we are now dealing with other issues that have been blind-sided in previous years. Today, the discourse on gender has gained unprecedented attention, and it has opened up discussions on discrimination against other identity markers such as race, ethnicity, social class, religion, and disability.

The CSC has long championed gender sensitivity and responsiveness in the workplace, with over 30 years worth of policies and programs supporting this advocacy. We pioneered policies on employee benefits and discipline that addressed issues on gender bias and discrimination, provisions of which preceded those included in landmark laws such as the Anti-Sexual Harassment Act of 1995 and the Magna Carta of Women of 2009.

Now, we broaden our horizon and extend our reach to embrace inclusivity and diversity in the workplace. On 20 February 2019, the President signed the 105-Day Expanded Maternity Leave Law, the implementing rules and regulations of which was signed on Labor Day this year. The Sexual Orientation and Gender Identity and Expression Equality Bill or SOGIE bill has been re-filed for the 118th Congress, and we are awaiting updates on this as well. We welcome these developments because they bring to the fore issues that were previously trivialized.

The developments we have seen over the years prove that women and men have unique and specific needs in the workplace and in their respective careers. While we have threshed out these issues, we now tackle the deeper and wider concern of identity and dignity. It takes great sensitivity and responsiveness to always be aware of others' needs instead of only our own.

This is another challenge for public sector leaders. The first step of governance is not to write a policy or create a program, but to consult our stakeholders first and gain as many perspectives as we can. That is how we could remain responsive and ensure that our policies and programs truly benefit our people.

#### FROM GOOD TO GREAT

As the saying goes, "good is the enemy of great." We move away from mediocrity and a business-as-usual attitude because, as you can see, we have to deal with a lot of challenges. This requires us to innovate, to think out of the box, and to be ready for change at any given time. The core purpose of the CSC is to make every civil servant a servant-hero, or *gawing lingkod bayani ang bawat kawani*. The civil servant will do what he or she can, but the servant-hero will only be satisfied once he or she makes the customer smile. The civil servant will be comfortable with the current HR maturity level of his or her agency, but the servant-hero will always be reaching for the next higher level of HR maturity. The civil servant will pursue excellence, but the servant-hero will value sensitivity, inclusivity, and diversity over mere performance.

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It is the little things that make a difference, and separate good from great. Do we want to be great? Do we want to move from being an ordinary educator to an extraordinary servant-hero and leader? Then we go the extra mile, just like two of our 2019 *Dangal ng Bayan* awardees: Master Teacher II Alvin F. Macalintal and Master Teacher II Michelle D. Rubio.

Alvin works at the Fortunato Perez High School under the Department of Education-Division of Oriental Mindoro. He committed to advancing inclusive literacy by bringing education closer to indigenous people in the remote communities of Concepcion, Victoria, Bugtong na Tuog, and Grandvida in Oriental Mindoro. To lessen the drop-out rate, he built the first *Balay-Lakoy*, or small house in his own compound to house students in the secondary level. Mangyan learners used the facility for free. He also introduced sustainable contra-poverty programs such as the *Paalaagang Baboy at Kambing Program* for Mangyan students and parents.

On the other hand, Michelle works at Calao Elementary School under the Department of Education-Division of Sorsogon, where she pioneered readership promotion efforts to encourage literacy among non-readers. She put up reading hubs and nooks in other schools, helping students develop comprehensive reading skills. She also put up *Dugtong Buhay*, a program supporting the basic needs of indigent students to encourage them to come to school even if they do not have their *baon* or school materials.

Alvin and Michelle demonstrate to us how they faced the challenge of customer satisfaction, performance, and inclusivity. Both understand that education is a holistic effort, and that no one in society should be left behind. I leave you with their inspiring stories and hope that you can be motivated to do the same. You have great influence on your students' lives and the community you move in—do not waste the opportunity to make an impact.

Once again, happy 119th Philippine Civil Service Anniversary to all of us. Good afternoon.

# CSC advocates for equal opportunity employment in the public sector

*“Itataguyod ko ang diwa ng pagkakapantay-pantay ng lahat nang walang kinikilingang kasarian, lipi, paniniwala, at katungkuluan sa buhay...”*

This is part of the *Panata sa Karapatang Pantao*, the Filipino people's collective pledge to uphold the rights of all without discrimination and the Civil Service Commission (CSC), as the premier human resource institution of the Philippine government, does not leave anyone behind.

The CSC has actively advocated for the crafting of policies geared toward providing equal opportunity employment in the public sector and fight all forms of discrimination on account of age, gender, civil status, disability, religion, ethnicity, social status, political affiliation, or other similar factors. As discrimination runs counter to the principles of merit and fitness for equal employment, below are fast facts and policies issued which aim to make the Philippine bureaucracy a fair, progressive, and diverse workplace.

## Republic Act No. 7277

R.A. No. 7277 or the Magna Carta for Disabled Persons paved the way for the full participation and total integration of the differently-abled into the mainstream society.

## 1% or more

Based on the Inventory of Government Human Resources, there are 7,250 persons with disabilities (PWDs) in government service as of 31 August 2017. This is still less than 1% given the current number of 1.8 million civil servants.

## CSC is a F.A.N.

CSC showed its support to the employment of PWDs in the public sector through its participation in the Asia Foundation Philippines' campaign called “May 1% Ka Ba?” under its Fully Abled Nation (FAN) program, launched in 1 May 2018.

In partnership with the Australian Embassy, the “May 1% Ka Ba?” campaign aims to promote inclusive employment and raise the overall percentage of employees with disabilities in the workplace. The campaign finds support in Republic Act No. 10524 or the Magna Carta for Disabled Persons, which states that at least 1% of all positions in all government agencies, offices, or corporations shall be reserved for PWDs.

## Competency-based positions

CSC issued Memorandum Circular No. 7, series of 2018, prescribing the qualification standards for Disability Affairs Officer (DAO) Positions in the Persons with Disability Affairs Office in the local government units. We hope this would ensure that competency-based recruitment and promotion among DAO positions will result to better agency performance and therefore better service to our PWDs.

## Express lanes

Memorandum Circular No. 20, series of 2017 reminds and requires government agencies to provide express lanes for the differently-abled, in accordance with Republic Act No. 10754.



No discrimination. A job seeker get her chance to be interviewed during the 2019 Government Job Fair for the National Capital Region held at the GT-Toyota Asian Center, UP Diliman, Quezon City. Applications from qualified and interested persons with disabilities (PWD), members of indigenous communities, and those of any sexual orientation and gender identity were highly encouraged.

## Merit and fitness through the CS exams

Memorandum Circular No. 31 issued in 2017 provides PWDs access to the Career Service Examinations.

The CSC allows partially and totally blind examinees to take the examination using either dictation or the Braille system, with the help of a suitable room examiner and proctor. Those with low vision will be assigned test materials with bigger font size.

The deaf or hard of hearing will be guided by a room examiner and proctor with knowledge on sign language or by certified sign language interpreters.

Examinees who are PWDs, pregnant women, and senior citizens will be assigned to take the examination in a room located on the ground floor of the testing building for ease of movement.

Examination time limit was also extended for one hour for the visually impaired and the deaf or hard of hearing, thus, 4 hours and 10 minutes for the CSE-PPT Professional Level, and 3 hours and 40 minutes for the Sub-Professional Level.

The CSC also maintains data on PWDs who are civil service eligible which may be accessed through the CSC website, [www.csc.gov.ph](http://www.csc.gov.ph).

## Gender-inclusive policies

The CSC has issued a host of gender-sensitive policies in the workplace such as CSC Memorandum Circular No. 25 s. 2010 which spelled out rules on the availment of special leave benefits for qualified female public sector employees who have undergone surgery caused by gynecological disorders. This directive is pursuant to the provisions and implementing rules and regulations of RA No. 9710 or the Magna Carta of Women.

There are other policies such as the establishment of day-care and breastfeeding centers, the grant of paternity leave, the crafting of the Manual on Handling Sexual Harassment Cases in Government and the Administrative Disciplinary Rules on Sexual Harassment Cases. CSC likewise ensures that the merit promotion plan of agencies provide equal employment opportunity for men and women.

## 105-day maternity leave

The CSC, together with the Department of Labor and Employment and Social Security System, has signed the Implementing Rules and Regulations of Republic Act No. 11210 or the 105-Day Expanded Maternity Leave Law of 2019 or EMLL.

The EMLL does not distinguish civil status, length of service, employment status, and legitimacy of the child in granting 105 days of paid maternity leave for live childbirth, regardless of the mode of delivery, and an additional 15 days if the female worker qualifies as a solo parent under Republic Act No. 8972 or the Solo Parents' Welfare Act of 2000.

Female public servants who gave birth from 11 March 2019 onwards can now enjoy the 105-day expanded maternity leave with full pay, or the 60-day maternity leave with full pay in case of miscarriage or emergency termination of pregnancy.

However, the maternity leave under R.A. No. 11210 shall be availed of in a continuous and uninterrupted manner. Hence, the previous rule giving the female workers an option to return to work earlier than the prescribed period has been superseded.

**TITLE:** TRAINING/LEARNING AND DEVELOPMENT REQUIREMENTS FOR DIVISION CHIEF AND EXECUTIVE/MANAGERIAL POSITIONS IN THE SECOND LEVEL

**RE:** AMENDMENT ON SECTIONS 66 TO 70 OF THE 2017 OMNIBUS RULES ON APPOINTMENTS AND OTHER HUMAN RESOURCE ACTIONS, AS AMENDED

Number : 1900773\*

Promulgated : 11 July 2019

## **RESOLUTION**

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

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

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

**WHEREAS**, Section 26, Chapter 5, Title I (A), Book V of the same Code provides, among other things, that “all personnel actions shall be in accordance with such rules, standards and regulations as may be promulgated by the Commission”;

**WHEREAS**, the Commission, in its Resolution No. 1100472 dated April 8, 2011 published in The Philippine Star on May 4, 2011 and circularized through CSC Memorandum Circular (MC) No. 13, s. 2011, set the minimum qualification requirements for appointment to executive/managerial positions in the second level. Specifically, the training requirement is 120 hours of managerial training;

**WHEREAS**, in CSC Resolution No. 1400486 promulgated on March 27, 2014 and circularized through CSC MC No. 14, s. 2014, the Commission amended CSC Resolution No. 1100472 specifically providing the recency requirement of five (5) years on the required trainings/learning and development (L&D) interventions for division chief and executive/managerial positions in the second level. It also provided the ratio of management to technical training/L&D

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\*CSC Resolution No. 1900773 was published on 17 August 2019 in the Philippine Star.

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interventions for executive/managerial positions with duties involving the practice of profession or which belong to the same occupational group where practice of profession is required/preferred or those considered highly technical or specialized. Moreover, agencies are required to submit to the Commission for approval their proposed amendments to the training/L&D requirements for aforementioned executive/managerial positions;

**WHEREAS**, in CSC Resolution No. 1501478<sup>1</sup> which was circularized through CSC MC No. 5, s. 2016, the Commission reiterated the recency in training/L&D requirements for division chief and executive/managerial positions in the second level which is within 5 years reckoned from the date of assessment;

**WHEREAS**, in CSC Resolution No. 1701009 or the 2017 Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA), the Commission required the recency in training/L&D requirements for division chief and executive/managerial positions in the second level which is within 5 years reckoned from the date of issuance of appointment;

**WHEREAS**, various references on human resource development provide that the guiding principles on people, work and resource management as covered by supervisory and managerial L&D interventions undertaken more than five (5) years ago may be considered still relevant and applicable in the current work setting. Hence, such supervisory and managerial training/L&D interventions should be considered for purposes of recruitment, promotion or other human resource actions for division chief and executive/managerial positions in the second level;

**WHEREAS**, executive/managerial positions with duties involving practice of profession or those considered highly technical or specialized require technical training/L&D interventions pursuant to the Mandatory Continuing Legal Education (MCLE)/Continuing Professional Development (CPD) Program and industry practices, respectively. Hence, there is no need for agencies to submit for the

Commission's approval their proposed amendments to the training requirements should they adopt Sections 68 and 69 of the 2017 ORAOHRA, as amended;

**WHEREFORE**, the Commission **RESOLVES** to dispense with the 5-year recency in the training requirement for division chief and executive/managerial positions in the second level thereby amending Sections 66 to 70 of the 2017 Omnibus Rules on Appointments and Other Human Resource Actions, as amended, as follows:

*"Sec. 66. The learning and development/training required for Division Chief and comparable positions shall be 40 hours of supervisory/management training/learning and development intervention.*

*"Sec. 67. Generally, the training required for executive/managerial positions in the second level shall be 120 hours of supervisory/management training/learning and development intervention.*

*"Management training/learning and development intervention includes courses, workshops, seminars and other interventions that develop and/or enhance knowledge, skills and attitude to enable successful performance of management functions such as planning, organizing, directing, controlling, coordinating and overseeing the activities of an organization, a unit thereof or a group. It is intended to develop/enhance leadership competencies<sup>2</sup> to prepare managers in managing people and work.*

*"Sec. 68. For executive/managerial positions in the second level with duties and responsibilities involving practice of profession, the Mandatory Continuing Legal Education (MCLE) for Bar passers, the Continuing Professional Education/Development (CPE/CPD) for licensed professionals or trainings/learning and development interventions relevant to practice of profession may constitute for a maximum of 40 hours of technical training and the remaining 80 hours shall be management trainings/learning and development interventions.*

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<sup>1</sup>Revised Qualification Standards for Division Chief and Executive/Managerial Positions in the Second Level

<sup>2</sup>Building Collaborative, Inclusive Working Relationships, Managing Performance and Coaching for Results, Leading Change, Thinking Strategically and Creatively, and Creating and Nurturing a High Performing Organization

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**Illustrative Examples:**

- a) Director IV (SG-28) of Office for Legal Affairs

*Training Requirement: 40 hours of Mandatory Continuing Legal Education and 80 hours of management training*

- b) Director III (SG-27) of Accounting Department

*Training Requirement: 40 hours of Continuing Professional Education for Accountants or technical training on Accountancy and 80 hours of management training/learning and development interventions*

*"Sec. 69. Executive/managerial positions in the second level with duties and responsibilities which are highly-specialized in nature as shown in their PDF/JD may require trainings/learning and development interventions which are highly technical and/or highly-specialized. These highly technical/highly-specialized trainings/learning and development interventions shall make up for the 120 hours of management and technical training/learning and development interventions where a maximum of 80 hours shall be for technical training and the minimum of 40 hours shall be management trainings/learning and development interventions.*

**Illustrative Examples:**

- a. Chief Information Officer (SG-27)

*Training Requirement: 120 hours training*

*40 hours of which should involve management trainings/learning and development interventions and 80 hours training in systems development life cycles, i.e. CMMI and ITIL standards, IT Resources Management Administration and other related information and telecommunications training*

- b. Department Manager III for Media Affairs Department

*Training Requirement: 60 hours of technical training relevant to mass communication and 60 hours of relevant supervisory/managerial training/learning and development intervention*

*"Sec. 70. Agencies shall adopt the provisions in Sections 68 and 69 to executive/managerial positions in the second level with duties and responsibilities involving practice of profession or which belong to the same occupational group where practice of profession is required/preferred or those considered highly-specialized in nature, without the need for approval by the CSC."*

All other existing policies which are inconsistent with these Rules are deemed repealed or modified accordingly.

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

Quezon City.

(Sgd.) ALICIA dela ROSA-BALA  
Chairperson

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

(Sgd.) AILEEN LOURDES A. LIZADA  
Commissioner

Attested by:

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

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