

COVER



Regular
Travelers
may shop within

48
HOURS
upon arrival

Senior Citizens &
Persons with
Disability
may shop within

1
YEAR
upon arrival

Balikbayans &
Overseas Filipino
Workers
may shop within

15
DAYS
upon arrival

FIESTAMALL • NAIA TERMINALS 1, 2, 3 • CLARK INTERNATIONAL AIRPORT • WIDUS HOTEL and CASINO, CLARKFIELD PAMPANGA • MACTAN INTERNATIONAL AIRPORT WATERFRONT LAHUG HOTEL & CASINO • KALIBO INTERNATIONAL AIRPORT ILOILO INTERNATIONAL AIRPORT • BACOLOD-SILAY INTERNATIONAL AIRPORT DAVAO INTERNATIONAL AIRPORT • DAVAO VISITORS CENTER



CSC Chairperson Alicia dela Rosa-Bala (3rd from right), Commissioner Robert S. Martinez (2nd from right) and Commissioner Leopoldo Roberto W. Valderosa Jr. (center) pose with Frontline Service Champions and Seal of Excellence Award Hall of Famers—Government Service Insurance System SVP, NCR Operations Nora Saludares (3rd from left) and VP, Corporate Communications Margie Jorillo (2nd from left), Philippine Health Insurance Corporation OIC-VP, Corporate Affairs Group Dr. Israel Francis Pargas (rightmost); and Landbank of the Philippines VP, HRM Group Atty. Joselito Vallada (leftmost).

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PUBLIC DOMAIN



Thank you, CSC Facebook Community!

It has been more than a year since the CSC waved "Hello" to its Facebook community, and the Commission would like to thank the netizens, not only for the growing online community, but also for the growing trust and engagement from the Filipino people—from zero fans in April 2016, to more than 300,000 fans and followers in March 2018!

The CSC continues to extend its frontline helpdesk through social media by engaging its online stakeholders in meaningful conversations on its Facebook Page platform (www.facebook.com/PhilippineCivilServiceCommission).

The CSC uses Facebook Page as a tool to: (1) keep citizens informed real-time about CSC's thrusts, policies, programs, and activities; (2) provide an alternative means to gather feedback on programs and activities of the CSC; (3) engage people in conversations about the civil service and topics on HR management and governance; and (4) establish goodwill among the public toward achieving greater trust and support for CSC's initiatives.

In its more than a year of operation, the CSC has proven that there is a great demand for the Page as an alternative mode of communication with the public as it observed a steady increase in the Page's fans, as well as the number of messages responded to.

Among the most common queries/concerns are on examinations, eligibilities, HR policies, and consultation on legal matters.

Aside from these, the CSC also receives feedback from netizens. These comprise reports, complaints, suggestions, and commendations on government service delivery. These concerns are coursed through the Contact Center ng Bayan (email@contactcenterngbayan.gov.ph).

Among the bulk of feedback received through the CSC Facebook Page, the Commission is grateful for those who take the time to express appreciation/commendation for the extended frontline service of CSC through Facebook.

Thank you, CSC Facebook Community! Rest assured that we will continue to improve our social media strategies and approaches to keep you informed and engaged. *Mabuhay po kayo! ®*



Commission – 5★

29 September 2017 · 🗃

Giray reviewed Philippine Civil Service ...

Napakaganda ng serbisyo nyo po GOD BLESS
YOU ALL PO 😊😊 keep it up. 😊😊



– 5★

4 August 2017 · 🗃

Ponce reviewed Philippine Civil Service Commission ...

Good job, CSC! Thank you for an excellent service you rendered. Thank you for answering my queries in real time. You guys, are very much accommodating, courteous, and prompt in doing actions. You guys, truly deserves a commendation! You are a good examples of public servants!



5★

28 July 2017 · 🗃

- Caamud reviewed Philippine Civil Service Commission – ...

Prompt and very helpful response. Keep it up
CSC!



Añoso

reviewed Philippine Civil Service Commission – 5★

30 August 2017 · 🗃

...

I'm very satisfied with the service I got from one of the representatives of Civil Service FB account. I read the posts of the page and it's very helpful to me. Updated ako lagi. Thank you!



Tan reviewed Philippine Civil Service Commission – 5★

2 August 2017 · 🗃

...

Mabilis sumagot sa mga messages. Unlike sa ibang government agencies na hindi nagrereply. Thanks CSC!



Banias reviewed Philippine Civil Service Commission – 5★

5 September 2017 · 🗃

...

Job well done!! Padayon Civil Service
Commission!

FROM THE CHAIRPERSON'S DESK

BIGGER and BOLDER

At the Civil Service Commission (CSC), our spirits run high as we begin 2018, the year that marks the start of our five-year journey under the CSC Strategy Map 2018 to 2022.

The map contains strategic objectives that would enable the CSC to achieve its organizational outcomes: improved quality of civil servants (internal context) and global recognition as a center of excellence for strategic human resource and organizational development (external context). It also depicts how the CSC plans to contribute to the attainment of the Philippine Development Plan 2017-2022 through people-centered, clean, and efficient governance.

The CSC is heading in a direction toward a more responsive HR governance, a more professionalized civil service, an improved customer management, and stronger partnerships with local and international

institutions. In the process, we seek to make our core functions, processes, and services better and more efficient. This would entail a constant assessment of our internal processes, workforce competencies, and knowledge and information technology systems, as well as better stewardship of our financial resources.

We dare to take bigger strides in raising the maturity level of public sector HR in the country towards making bolder changes for a more responsive bureaucracy. The CSC counts on your support as we embark on this daunting but rewarding journey.

We are excited to tell you about our programs and accomplishments in the quarterly issues of the Civil Service Reporter. Stay tuned!

ALICIA dela ROSA-BALA
Chairperson

THE CIVIL SERVICE REPORTER

GAWING LINGKOD BAYANI ANG BAWAT KAWANI

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Contributions must be submitted to the CS Reporter, Civil Service Commission, Constitution Hills, Diliman, Quezon City, with telephone number 931-4180, email address: csc.pmr@ gmail.com.



CSC Chairperson Alicia dela Rosa-Bala (11th from left), Commissioner Robert S. Martinez (12th from left) and Commissioner Leopoldo Roberto W. Valderosa Jr. (10th from left) pose with the ARTA RCS Achievers-Borongan, Samar Councilor Aurora Anasarias; Talipao, Sulu MDRRMC Head Alikas Alih (3rd, 4th from left); Dolores, Abra Municipal Mayor Robert Victor Seares Jr.; Santiago City, Isabela representative; Iriga, Camarines Sur representative (7th, 8th and 9th from left); Tagum, Davao del Norte City Mayor Allan Rellon; Arayat, Pampanga Municipal Mayor Emmanuel Alejandro; Labo, Camarines Norte Municipal Mayor Joseph Ascutia (5th, 6th, 7th from right); Upi, Maguindanao Municipal Mayor Ramon Piang Sr. (8th from right); Mamasapano, Maguindanao Municipal Mayor Tahirodin Benzar Ampatuan (9th from right); Compostela Valley Senior Board Member Arturo Uy (10th from right).

★ARTA WATCH★

CSC CAPS OFF ARTA DEKADA

In 2017, the Civil Service Commission (CSC) led a series of activities to celebrate the tenth anniversary of Republic Act No. 9485 or the Anti-Red Tape Act (ARTA), which was enacted on June 2, 2007.

Activities for the “Dekada na ang ARTA” celebration included the mounting of exhibits on June 11-12 during the Independence Day celebration at Rizal Park, Manila and on July 4-6 at the Public Sector Human Resource Symposium in Pasay City; the first-ever overseas ARTA Caravan on September 30-October 1 at the Philippine Festival in Tokyo, Japan; and the #MakuhaKaSaARTA photography contest encouraging citizens to capture excellent frontline services.

Capping off the Dekada celebration was an event showcasing government agencies that significantly curbed red tape and improved their frontline services.

Dubbed “ARTAnized: An ARTA Dekada Celebration” held January 22, 2018 in Quezon City, the event showcased local government units (LGUs) with the highest numerical ratings in the ARTA Report Card Survey (RCS) done in 2010, 2011, and 2016.

Recognized as “ARTA RCS Achievers”, they are the City Government of Santiago, Isabela which garnered a numerical rating of 96.45 in 2016; City Government of Tagum, Davao del Norte with a rating of 95.84 in 2011; and Provincial Government of Compostela Valley, 95.5 in 2010.

The rest of the achievers include the City Government of Borongan, Samar; Municipal Government of Arayat, Pampanga; City Government of Iriga, Camarines Sur; Municipal Government of Mamasapano, Maguindanao; Municipal Government of Dolores, Abra; Municipal Government of Talipao, Sulu; Municipal Government of Upi, Maguindanao; and Municipal Government of Labo, Camarines Norte.

Also recognized during the event were “Frontline Service Champions” or leading national government agencies (NGAs)



CSC Regional Office VI Director IV Rodolfo B. Encajonado (2nd from right) presents the Certificate of Recognition to #MakuhaKaSaARTA semi-finalist Heartsept N. Sionillo (2nd from left) of the West Visayas State University-Lambunao Campus. Dir. Encajonado was assisted by Acting Director III Cherry G. de la Cruz (right) and Chief Human Resource Specialist Leo F. Jamorin of the Public Assistance and Liaison Division (left).

in terms of their combined performance in the sub-components of the CSC’s Integrated ARTA Program.

Criteria for this recognition are: (a) surveyed under the ARTA RCS for at least three years between 2010 to 2017; (b) garnered the highest agency rating among surveyed NGAs; and (c) 100% resolution rate of all concerns referred to them by the Contact Center ng Bayan (CCB) from 2012 to 2016 and not lower than 85% resolution rate of CCB referrals in 2017.

The Frontline Service Champions were: Government Service Insurance System (GSIS), surveyed in 2011-2015 and 2017. GSIS got the highest agency rating of 91.24 in 2015. From 2012 to 2016, its CCB resolution rate was 100%, and in 2017, 95.34%;

Philippine Health Insurance Corporation (PHIC), surveyed in 2010-2015 and 2017. Its highest RCS rating of 90.49 was recorded in 2015. From 2012 to 2016, its CCB resolution rate was 100%, and in 2017, 93.71%; and

Land Bank of the Philippines (LBP), surveyed in 2011-2013 and 2015-2016. Its highest RCS rating of 88.14 was achieved in 2015. From 2012 to 2016, its CCB resolution rate was 100%, and in 2017, 89.40%.

HALL OF FAME

In the same event, the said three agencies were also given plaques as "Seal of Excellence Award Hall of Famers" or NGAs which received the most number of Citizen's Satisfaction Center Seal of Excellence Awards (CSC-SEA). PHIC received a total of 67 Seals of Excellence, GSIS earned 53 Seals, and LBP, 24 Seals.

Since 2010, a total of 304 service offices nationwide have been conferred the CSC-SEA.

One of the program highlights was the signing, led by CSC officials, of a pledge for their consistent delivery of excellent frontline service.

Various government agencies, development institutions, and civil society partners were also commended for their efforts and support given during the first 10 years of ARTA implementation.

IMPROVING SERVICES

Ten years of ARTA implementation has indeed borne fruit as shown by the results of the 2017 ARTA-Report Card Survey (ARTA-RCS). ARTA-RCS results revealed the significant increase in the percentage of service offices passing the survey, from 78% in 2010 to 81.65% in 2017. Also, service offices garnering an *Excellent* rating rose from 2% in 2010 to 10.46% in 2017.

In detail, 476 out of 583 frontline services surveyed in 2017 passed. Of those which passed, 61 (12.81%) received *Excellent* rating while 3 offices (.63%) were rated *Outstanding*. A total of 328 (68.91%) garnered a *Good* rating, and 84 offices (17.65%) got *Acceptable*. For not meeting set standards, 92 offices (15.78%) failed the RCS; 15 offices had zero respondents and thus did not get any rating.

The survey's focus was aligned with the 2017-2022 Philippine Development Plan. Its thrust of upholding public service



CSC Regional Office Caraga Director IV Resurreccion P. Pueyo and CSC Public Assistance and Information Office Director IV Maria Luisa Salonga-Agamata engaged the audience as masters of ceremonies of the event.

ARTA REPORT CARD SURVEY

The RCS provides a quantitative measure of the quality and efficiency of government frontline services as well as overall client satisfaction. In the survey, the CSC discreetly interviews 30 clients within the service office's premises immediately after they availed of any frontline service.

Criteria comprises two core areas. Under Core Area 1, Compliance with ARTA Provisions, the CSC checks if the agency has a Citizen's Charter containing detailed commitments on transaction steps, cost, and time; if anti-fixing measures are being implemented; if frontline staff have IDs or nameplates; if there are no hidden transaction costs; if there is a functional Public Assistance and Complaints Desk; and if it observes the No Noon Break policy.

Under Core Area 2, Overall Client Satisfaction, the CSC looks into the effectiveness of frontline service providers; service quality (overall transaction time and outcome); physical setup of the office; availability of basic facilities for pregnant women, senior citizens and persons with disability; as well as client feedback or satisfaction.

CONTACT CENTER NG BAYAN

Launched in 2012, the CCB serves as the government's main helpdesk where citizens can request for information and assistance on government frontline service procedures, and report commendations, appreciation, complaints, and feedback.

It may be reached via the following platforms: hotline 1-6565 accessible via PLDT and Smart landlines nationwide; SMS/text message to 0908-8816565; email to email@contactcenterngbayan.gov.ph; and online at www.contactcenterngbayan.gov.ph.

CITIZEN'S SATISFACTION CENTER SEAL OF EXCELLENCE

Service offices that garnered an *Excellent* rating in the RCS are subjected to a "mystery client validation", and those that pass the validation are conferred the CSC-SEA.

excellence is linked to increasing competitiveness and ease of doing business, as well as building trust in public institutions.

Frontline service offices covered were: Bureau of Fire Protection, Bureau of Internal Revenue, Bureau of Customs, Department of Health hospitals, Department of Social Welfare and Development, Department of Trade and Industry, Food and Drug Administration, Government Service Insurance System, Home Development Mutual Fund, Land Registration Authority, Land Transportation Office, Philippine Health Insurance Corporation, Philippine Ports Authority, Securities and Exchange Commission, Social Security System, and local government units.

For the complete result, visit www.csc.gov.ph/2017artaresult.

2018 AND BEYOND

The ARTA implementation does not end with the Dekada celebration; in fact, it only gets better.

A bill containing amendments to the ARTA was passed by the Bicameral Conference on February 14. It will be subjected to ratification by the Lower and Upper Houses of Congress (as of writing), and when ratified, will be endorsed for approval by the



CSC Chairperson Alicia dela Rosa-Bala (center) along with Commissioners Robert S. Martinez (front) and Leopoldo Roberto W. Valderosa Jr. (back) sign the ARTA Pledge Wall signifying government agencies' commitment to deliver excellent public service.

President for it to become a law. As one of the implementing agencies of ARTA, the CSC provided inputs in the drafting of the bill.

The bill provides for a 'Zero-Contact Policy', directing government officers and employees to avoid contact with clients, unless strictly necessary, when processing an application or request. The Department of Information and Communications Technology (DICT) shall create a web-based business registration system through which all transactions shall be coursed.

The prescribed processing time in the Citizen's Charter has also been modified. In R.A. No. 9485 or ARTA, simple transactions shall be acted upon within 5 working days, and for complex transactions, 10 working days. In the proposed bill, simple transactions shall be acted upon within three working days, and complex transactions, within seven working days.

LGUs are mandated to adopt a single or unified business application form for use in processing new applications for business permits and business renewals. The form shall

consolidate all the information of the applicant needed by various local government departments, such as local taxes and clearances, building clearance, and sanitary permit.

The bill mandates the DICT to establish, operate, and maintain a central business portal that shall serve as a central system to receive applications and capture application data involving business-related transactions.

Moreover, in the proposed bill, the CSC is tasked to maintain an anti-red tape unit in its central and regional offices that would utilize Report Card Survey findings for purposive and integrated government-wide human resource systems and programs, and that would hear and decide on complaints against erring civil servants, toward efficient public service delivery.

Once the bill is enacted into law, the government hopes to bolster its efforts to rid the bureaucracy of the perennial problem of red tape and corruption, significantly improve the ease of doing business, and raise national competitiveness.

R

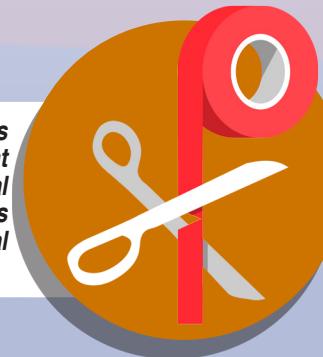


The bill requires the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government.



The bill applies to all government offices and agencies, including LGUs and GOCCs, whether located in the Philippines or abroad.

Under the bill, red tape is defined as any procedure that is ineffective or detrimental in achieving intended results and negatively affect social outcomes.



The Ease of Doing Business and Anti-Red Tape Council, and the Anti-Red Tape Authority, will implement the new law.

In photo: The first batch of trainees that completed the 7 Habits of Highly Effective Government Leaders training workshop on February 6-8, 2018



CSC offers training on 7 Habits of Highly Effective Government Leaders

The Civil Service Commission (CSC), in partnership with the Center for Leadership and Change Inc., the Philippine Partner of Franklin Covey Co., and the Philippines-Australia Human Resource and Organisational Development Facility, has developed a customized training program and manual on The 7 Habits of Highly Effective Government Leaders.

The training workshop is based on Stephen R. Covey's book, "The 7 Habits of Highly Effective People," tailor-fit for government leaders in the Philippine context. It focuses on the fundamentals of leading the modern, mobile knowledge worker. It enables both new and experienced managers to acquire a set of tools to help them meet today's management challenges. These include conflict resolution, prioritization, performance management, accountability and trust, execution, collaboration, and team and employee development.

Recently, 32 participants attended the first public offering of the three-day training workshop.

Succeeding runs of the training workshop are scheduled on April 11-13, April 24-26, May 8-10, and June 26-28. Training fee costs Php10,000. A certificate of completion with 24 leadership and managerial training hours are given to participants who have successfully completed the course.

Interested participants may register online at www.csc.gov.ph. For further details, please send an email to csci.leadership@csc.gov.ph or csci@csc.gov.ph or get in touch with the Civil Service Institute at telephone nos. (02) 931-8019; 931-4182; (02) 931-7935 local 301 to 302 and look for Ms. Angela Isabel Arguelles. ®

Registration for HR Symposium in Davao

The CSC has opened the online registration for the 6th Public Sector Human Resource (HR) Symposium slated on July 18-20, 2018 in Davao City. The theme of the event is "Achieving Breakthrough Results through Strategic HR".

In the last six years, the Public Sector HR Symposium has succeeded in bringing thousands of HR Management and Organization Development experts and practitioners from the public and private sectors to talk about HR, leadership, change management, and professional and personal development.

Interested participants may register online at www.csc.gov.ph. For further details, please send an email to 2018hrs symposium@gmail.com or get in touch with the Civil Service Institute at telephone nos. (02) 931-8019; (02) 931-4182; (02) 931-7935 local 301 to 302 and look for Mr. Mark Anthony G. Malitan.



CSC releases Computerized Exam schedule for 2018 1st semester

The Civil Service Commission (CSC) reminds the public that aside from the traditional pen-and-paper mode, the Career Service Examination can also be taken through computerized mode.

The CSC has released the dates for the CSC Computerized Examination (COMEX) at the Central Office and Regional Offices. The CSC Central Office will conduct the COMEX-Professional level on February 6 and 13, April 3, 17, and 24, May 8 and 22, and June 5 and 19. The Sub-Professional level will be conducted on January 30 and May 29.

In participating CSC Regional Offices, the COMEX-Professional level will be on February 8 and 15, April 12, 19, and 26, May 17 and 24, and June 7, 21, and 28. The Sub-Professional level will be conducted on May 31.

Interested applicants must first create an account through the COMEX website at www.comex.csc.gov.ph/user and reserve an examination slot six days prior to their desired exam date, at 8:00 a.m. (for example, reservation of slots for the Feb. 6 exam is on Jan. 31 at 8:00 a.m.)

On the day of the exam, successful registrants must bring: (a) original and photocopy of any of the valid IDs accepted by the CSC such as driver's license, passport, PRC license, SSS

I.D., GSIS I.D. or UMID, Voter's I.D. BIR I.D. (ATM type/TIN card type with picture), PhilHealth I.D. (must at least contain the holder's name, clear picture, signature, and PhilHealth number), current company/office I.D., current school I.D. (validated for the current school year/semester/trimester), Police Clearance/Police Clearance Certificate, Postal I.D., Barangay I.D., Voter's I.D., or NBI Clearance.

For examinees without date of birth on their valid I.D. card, it is necessary to bring an original and photocopy of the birth certificate issued by the Philippine Statistics Authority or the Local Civil Registry. The COMEX fee is Php680.00.

Interested individuals are advised to coordinate with CSC Regional Offices to confirm the availability of COMEX in their respective regions.

The CSC releases COMEX results one week after the date of exam through the List of Passers posted on the CSC website at www.csc.gov.ph.

For further queries, please contact the CSC Examination, Recruitment, and Placement Office at telephone number (02) 931-8089 or 931-7935 loc. 714 and 716, or the CSC Regional Offices. ®

CSC sets rules on I.D. cards accepted for transactions

The Civil Service Commission (CSC) has prescribed a unified list of I.D. cards to be accepted for transactions involving civil service examinations, grant of eligibility under special laws and CSC issuances, and certification/authentication of eligibility.

The accepted I.D. cards are the following—Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit; Passport; PRC License; SSS I.D.; GSIS I.D. (UMID); Voter's I.D./Voter's Certification; BIR/Taxpayer's I.D. (ATM type/TIN card type with picture); PhilHealth I.D. (must have the bearer's name, clear picture, signature and PhilHealth number); Company/Office I.D.; School I.D.; Police Clearance/Police Clearance Certificate; Postal I.D.; Barangay I.D.; NBI Clearance; Seaman's Book;

HDMF Transaction I.D.; PWD I.D.; Solo Parent I.D.; Senior Citizen's I.D.; Alien Certificate of Registration Identity Card (ACR I-CARD); and CSC Eligibility Card.

The CSC stressed that all other I.D. cards not included in the list will not be accepted. At least one (1) I.D. card is required to be presented or submitted for any of the said transactions.

In the event that an applicant's I.D. card has recently expired, the CSC will be accepting the expired I.D. card provided that the card is expired for a period not exceeding the preceding months of the year reckoning the date of transaction.

To give more clarity, below is a sample illustration:

For processing of examination applications

Date of Filing of Application	April 3, 2017
Preferred I.D. card	Valid (not expired) on April 3, 2017
Expired I.D. card that may be accepted	Card with expiration date from Jan. 1, 2017 to April 2, 2017 (may be accepted until Dec. 31, 2017 for other transactions)
Expired I.D. card NOT to be accepted	Card with expiration date before Jan. 1, 2017



Application period for fire, penology, and local treasury exams ongoing

The Civil Service Commission (CSC) will simultaneously conduct on June 17 this year the Fire Officer Examination (FOE), Penology Officer Examination (POE), and the Basic Competency on Local Treasury Examination (BCLTE). Application period will run from February 26 to April 27, 2018.

All three exams are open to individuals who meet the following basic qualifications: Filipino citizen; of good moral character; have not been convicted by final judgment of an offense or crime involving moral turpitude, or of disgraceful or immoral conduct, dishonesty, examination irregularity, drunkenness or addiction to drugs; and have not been dishonorably discharged from military service or dismissed for cause from any civilian positions in the government.

In addition, applicants of the FOE must be 21 to 35 years old at the time of filing of application. For the POE and BCLTE, applicants must be at least 18 years old at the time of application.

As to education, FOE and BCLTE require applicants to be holders of a bachelor's degree; this requirement will not apply to applicants of POE.

Applicants must submit in person the following requirements at the CSC Regional Office (CSCRO), or at any of the concerned

CSCRO's Field Offices, where applicants intend to take the examination:

1. Properly accomplished Application Form (CS Form No. 100, Revised September 2016, available at any CSC Regional/Field Office and downloadable from the CSC website at www.csc.gov.ph);
2. Four pieces of passport size I.D. pictures with handwritten name tag showing the applicant's signature over printed full name; and
3. Original and photocopy of I.D. card that is preferably valid (not expired).

Examination fee is Php700.

Applicants are advised to access and read thoroughly the corresponding examination announcements posted on the CSC website for the other specifications of I.D. picture, complete list of accepted I.D. cards, testing centers, scope of examination, resulting eligibilities and their appropriateness, and other relevant information.

The CSC conducts the examinations in collaboration with the Bureau of Fire Protection, the Bureau of Jail Management and Penology, and the Bureau of Local Government Finance. ®

CSC warns public against review centers, mobile app

The Civil Service Commission (CSC) clarified that it has not endorsed or accredited any review center offering classes to examinees, nor has it developed a downloadable mobile review application.

The warning came in light of social media and outdoor advertisements offering review classes for career service exams. The CSC stressed that review centers claiming to have been accredited are not in any way connected with the Commission. It added that availing of such review classes will be at one's own risk as it is not a guarantee of passing the career service exams.

In October last year, the CSC also issued a warning against the unauthorized use of its logo, stating that the act may be subjected to criminal prosecution and may result in jail time.

The CSC said its logo has appeared in several civil service examination review materials and that this was done without its express authority.

"The CSC has not given permission to any individual or entity to use its logo in such materials. It also does not sell reviewers or conduct review classes or give permission to any person or entity to undertake the same," the CSC said in its advisory.

Unauthorized use of the CSC logo may be a violation of applicable laws, including Article 177 of the Revised Penal Code.

Meanwhile, individuals interested to take the August 12, 2018 Career Service Examination-Pen and Paper Test may file their applications from April 10 to June 22, 2018. Acceptance of

applications is on a first-come, first-served basis and shall be closed any time before June 22 if the CSC Regional/Field Office has already reached the target number of applicants.

The career service exams are open to Filipino citizens, regardless of educational attainment, who are at least 18 years old at the time of filing of application, and have not taken the same level of examination within three months before the date of examination.

Interested applicants must complete the following requirements: (1) Properly accomplished Application Form (CS Form No. 100, Revised September 2016, available at any CSC Regional/Field Office, and downloadable from the CSC website www.csc.gov.ph); (2) Four pieces of recently taken (not more than three months ago) passport sized (4.5 cm x 3.5 cm) I.D. pictures in white background, showing the applicant's bare face (without eye glasses or any accessory that may cover facial features), and with hand-held and written name tag legibly showing the applicant's signature over printed full name; (3) Original and photocopy of any of the following I.D. cards which must be valid (not expired): Driver's License, Passport, PRC License, SSS I.D., GSIS I.D. (UMID), current Company/Office I.D., current School I.D., Postal I.D., BIR I.D., PhilHealth I.D., Barangay I.D., Voter's I.D., Police Clearance/Police Clearance Certificate, or NBI Clearance; and (4) If the I.D. card has no indicated date of birth, original and photocopy of birth certificate issued by the Philippine Statistics Authority (formerly National Statistics Office), or the Local Civil Registry printed on security paper.

Examination fee for both levels of examination is PhP500. ®

File SALN early – CSC

The Civil Service Commission (CSC) reminds all public officials and employees to file their sworn Statement of Assets, Liabilities, and Networth (SALN) for 2017 by April 30, 2018.

The annual filing of SALN is required under the 1987 Philippine Constitution and under Republic Act No. 6713, also known as the Code of Conduct and Ethical Standards for Public Officials and Employees.

The SALN should contain the true, detailed, and sworn declaration of one's assets, liabilities, networth, business interests and financial connections, as well as relatives in government service within the fourth degree of consanguinity or affinity as of the end of the preceding year.

The law requires that all public officials and employees file their SALN, except those serving in honorary capacity (persons who are working in the government without service credit and without pay); those with position title of laborer (persons whose work depends on mere physical power to perform ordinary manual labor, and not one engaged in services consisting mainly of work requiring mental skill or business capacity, and involving the exercise of intellectual faculties); and casual or temporary workers (persons hired to do work outside what is considered necessary for the usual operations of the employer's business).

The CSC stressed that those holding career positions under temporary status are required to file their SALN. Husband and wife who are both public officials or employees may file their SALN jointly or separately.

Aside from the annual submission, the SALN is also required to be filed within 30 days from the date of one's assumption of office, as well as within 30 days after separation from the service, the CSC said.

CSC Chairperson Alicia dela Rosa-Bala said that the filing of the SALN is a sworn duty of every government worker and is in line with the principle that public office is a public trust. "As public servants, it is our way of signifying that we are

in government only to serve the public and not to use our positions to enrich ourselves or our families," she said.

To ensure the completeness of declarations in the SALN as well as the use of the proper form, each government agency needs to have its own Review and Compliance Committee (RCC) as required in CSC Resolution No. 1300455 dated March 4, 2013. The RCC is authorized by the head of agency to receive the SALN, and to evaluate if it is complete and if it was submitted on time using the proper form.

The RCC shall also prepare a list of employees who filed their SALN with complete data, those who filed their SALN but with incomplete data, and those who did not file their SALN. Said list shall be submitted to the head of agency, copy furnished the CSC, on or before May 15 of every year.

Per CSC Resolution No. 1300174 dated January 24, 2013, it shall be the ministerial duty of the head of office to issue an order immediately upon receipt of the said list to require those who have incomplete data in their SALN to correct/supply the lacking information, and those who did not file their SALN to comply, within a non-extendible period of thirty (30) days from receipt of said order.

"We remind government workers to file their SALN as early as possible to give the RCC ample time to evaluate the submissions," Chairperson Bala said.

Failure to file a sworn SALN and disclosure of business interests and financial connections shall be a ground for administrative disciplinary action, without prejudice to criminal and civil liabilities as may be provided in the law. Under Section 46 (D) (8) of Rule X of the Revised Rules on Administrative Cases in the Civil Service, such failure shall be punishable with suspension of one month and one day to six (6) months for the first offense and dismissal from the service for the second offense.

A guide on filling out the SALN form is available on the CSC website at www.csc.gov.ph. ®

New CSC Field Office buildings inaugurated



CSC Chairperson Alicia dela Rosa-Bala (center), along with CSC Commissioners Robert S. Martinez (2nd from right) and Leopoldo Roberto W. Valderosa, Jr (rightmost) and Leyte Governor Leopoldo Dominico L. Petilla (4th from right), cut the ribbon signifying the inauguration of the new CSC Leyte Field Office II building.

The Civil Service Commission (CSC) Regional Office VIII conducted the inauguration and blessing of newly constructed buildings for its Southern Leyte Field Office in Maasin City, Southern Leyte and Biliran Field Office in Naval, Biliran last January 25, 2018 and for its Leyte Field Office II in Palo, Leyte on January 26, 2018.

Gracing the event were CSC Chairperson Alicia dela Rosa-Bala, Commissioner Robert S. Martinez, Commissioner Leopoldo Roberto W. Valderosa Jr., together with Director IV Victoria F. Esber and other CSC Region VIII officials and employees.

In her keynote message during the blessing, Chairperson Bala said, "This is not just an office but

also a home for civil servants and it was built for our clients. It not only brings our services closer to people, but it would also be a new home for CSC staff to be more productive and to discuss Commission policies that impact on public sector human resources."

Chairperson Bala thanked the different local government units and national government agencies that partnered with the CSC in the construction of the buildings.

CSC Field Offices render the Commission's frontline services, such as exam applications, and provide assistance to Human Resource Management Officers within their jurisdiction. **R**

CSC RO XII ties up with DepEd for Equal Opportunity Principle



CSC Regional Office XII Director IV Grace R. Belgado-Saqueton signs the Memorandum of Agreement with Department of Education Director Dr. Arturo B. Bayocot, CESO V in Koronadal City.

Persons with Disabilities (PWDs) and individuals with special needs can now be better accommodated when applying at government agencies in Region XII with the Memorandum of Agreement (MOA) forged between the Civil Service Commission Regional Office XII (CSC RO XII) and the Department of Education Regional Office XII (DepEd XII).

The MOA, signed by the two agencies on January 24, 2018, provides that DepEd's Special Education (SPED) Supervisors and Teachers trained in handling PWDs may be tapped by agencies region-wide to assist in handling persons with special needs or PWD applicants during the screening and selection processes.

Director Arturo B. Bayocot, CESO V of DepEd XII, strongly supports the advocacy of CSC RO XII and agreed to allow the SPED Supervisors and Teachers

to assist agencies who lack the human resource, skills, and expertise in managing persons with special needs during the selection process.

At present, DepEd XII has nine trained specialists in hearing and visual impairment assigned at the different provinces and key cities in the region. If agencies require assistance, requests will be made through CSC RO XII, which will then coordinate with the DepEd for the deployment of the SPED Teachers.

This initiative is in support of the CSC's Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM), which encourages agencies to craft guidelines and criteria to apply the Equal Opportunity Principle in their recruitment and selection policies, as well as to elevate the standards of the bureaucracy's human resource systems. ●

THE ROLE OF THE CSC IN ENHANCING NATIONAL SECURITY*

* Keynote speech delivered by CSC Chairperson Alicia dela Rosa-Bala for the National Defense College of the Philippines' Distinguished Speaker lecture series on February 5, 2018 at Camp Gen. Emilio Aguinaldo, Quezon City

The CSC and its Role in Nation-Building

The Civil Service Commission (CSC), as the central human resource institution of the Philippine government, recognizes its pivotal role in the capacity building and empowerment of the 1.7 million public sector workforce which include an estimated 125,000 active military and 10,000 civilian personnel. Pursuant to the 1987 Constitution, the CSC is the central human resource agency of the Philippine bureaucracy, administering the civil service comprised of an estimate of 1.7 million civil servants. It "shall 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."

Our core purpose is to make every civil servant a servant hero; in Filipino, "Gawing lingkod bayani ang bawat kawani." "Lingkod bayani" is a play on the terms "lingkod bayan" (public servant) and "bayani" (hero), thus associating state workers with their capacity to be heroes in their own right. We want government offices, the national government agencies, local government

units, and GOCCs, to realize as well that the CSC, as an HR institution, is here to assist and develop their people and talents.

To facilitate CSC's transformation into a fully functional HR body, we have identified five HR initiatives that will highlight our role in human resource and organization development. Our strategy map is based on the Performance Governance System Balanced Scorecard (PGS-BSC) which the CSC adopted in 2010. It is where strategic human resource and organization development initiatives are crafted and implemented toward achieving excellence in the delivery of services to the public which includes national security.

Reforms in the bureaucracy's HR management system

One HR initiative is the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM. From plainly monitoring compliance, PRIME-HRM now serves as a tool to look for best HRM practices and a venue for exchange and development of expertise in human resource management in the public sector.

PRIME-HRM was launched after CSC did a revalidation assessment on national government agencies, local government units, government owned and controlled corporations and state universities and colleges.



We are working to integrate competencies in HROD systems in the public sector because we believe that good governance begins with good people on board who will lay the foundation for a highly competent, credible and high-performing civil service.

A study was also conducted on the state of HRM in the public sector. The result indicated that HR systems are in Maturity Level 1 or Transactional Level which meant partial readiness to exercise HR functions (e.g., there is no established Selection Committee but only ad hoc group, there is no recruitment manual in place and no database of shortlisted candidate, among others.) The agencies' HR systems, practices and competencies still need to be subjected to regular monitoring or assistance by the CSC.

The study also revealed that the overall competency level of Human Resource Management Officers or HRMOs is at Competency Level 1 or at the Basic Level. This means that the HRMOs subjected to the survey understand only basic principles of HR management such as implementation of the staffing plan and recruitment guidelines, evaluation of candidates' qualifications against qualification standards and performing secretariat functions to an ad hoc selection committee. At this level, HRMOs still need assistance or direction in performing their tasks.

The assessment pointed the state of HR management and practice in the public sector, thus after the assessment, the CSC had clear directions on how to proceed.

Through PRIME, measures were developed to empower agencies and engage, not only the HRM Officers but also the agency heads, the supervisors/managers and the rank and file employees of the agency. Agencies are subjected to the assessment of its systems, practices and competencies of the four core HRM systems, namely: (1) recruitment, selection and

placement; (2) learning and development; (3) performance management; and (4) rewards and recognition.

In the three years since CSC started PRIME HRM, we have awarded several agencies that have worked on improving their HRM systems and strived to attain higher HR maturity levels. They focused on realizing their HR action plans and were able to install a systematic recruitment, selection and placement plan, and establish a functional performance management system, among others.

Competency-based Recruitment, Selection and Placement

The CSC has adopted the Competency-Based Recruitment and Qualification Standards or CBRQS. This system includes "competencies" in the assessment of applicants or holders of a specific position. In our current system of recruitment, we only look at a candidate's qualification or "QS" in terms of experience, education, training and eligibility. Competencies—combined knowledge, skills, and behavior—of a candidate are assessed in the new system and are required in all job positions.

Through CBRQS, we hope that we would no longer have round pegs in square holes. We are working to integrate competencies in HROD systems in the public sector because we believe that good governance begins with good people on board who will lay the foundation for a highly competent, credible and high-performing civil service.

Empowerment through the Strategic Performance Management System

Employee empowerment is one of the objectives of the Strategic Performance Management System (SPMS), a mechanism that allows employees to clearly align his/her individual performance goals to the attainment of organization goals. Studies show that employees tend to perform better if they feel responsible for something—even if it is only a small piece of the overall puzzle. This situation illustrates the alignment of individual performance in the achievement of an organization's vision, mission, and strategic goals.

At the Department of National Defense (DND), a functional performance management system called the Integrated Personnel Performance Management System or IPPMS was developed based on the requirements of the SPMS.

A functional performance management system such as the IPPMS puts premium on major final outputs that contribute to the realization of organizational mandate, vision/mission, and outputs and outcomes. Thus, more than reporting on the number of activities implemented as an accomplishment, the target now is how those activities contributed to the overall goal of the organization. Furthermore, a functional PMS sets the stage for collective goal setting and performance rating, thus commitments indicated establish clear linkage between organizational performance and individual performance.

The SPMS or IPPMS, in the case of DND, highlights Performance Coaching and Feedback as an intervention to empower employees to improve performance. Performance coaching is an ongoing process which helps build and maintain effective employee and supervisor relationships. The exercise promotes employee growth and develops new skills. Through coaching, supervisors and employees collaborate on learning and development plans through new assignments, job enrichment, self-study, or work details. The CSC is working double time to incorporate the culture of coaching into the fabric of the whole Philippine bureaucracy. Properly implemented performance management initiatives result in lower turnover, higher employee satisfaction and reduced employee stress.



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Responsive Human Resource Policies

The CSC reviews, crafts, implements and monitors agency adoption of civil service rules and regulations. Done in consultation with stakeholders, these rules and regulations cover a broad range of areas, spanning recruitment, retention and retirement. Recently, the Commission has released the Omnibus Rules on Appointment and Other Human Resource Actions which explicitly lays down regulations affecting the day-to-day life of civil servants. Non-uniformed personnel are covered by these policies.

As a quasi-judicial body, the Commission hear and decides cases which may be disciplinary and non-disciplinary in nature, involving state workers. We have recently revised the Rules on Administrative Cases in the Civil Service which addresses employee discipline.

Learning and Development

CSC continues to place premium on Competency-Based Learning and Development (CBLD). The Civil Service Institute (CSI), the training arm of the CSC, opened its doors in 2011. Recently, it modified its business model to be more strategic and more specialized for its target audience. With the Competency-Based Learning and Development, trainings to be offered by the CSI will address the competency gaps of an employee to make him or her right the fit for the job position, as well as prepare the employee for future promotion.

The learning and development programs offered by the CSC focus not just on the development of the bureaucracy's human resources, but on developing leaders. As a means to address socio-economic ills and sustain national development, the need for competent, motivated, efficient and ethical servant-leaders becomes more pressing.

For instance, the Philippine Development Plan or Ambisyon 2040 is the administration's roadmap which envisions the Philippines "as a prosperous middle-class society where no one is poor; where people live long and healthy lives and are smart and innovative; where the country is a high-trust society where families thrive in vibrant, culturally diverse and resilient communities ." We need leaders with conviction to realize this vision and are willing to be agents of the envisioned change. Those who will be tasked to oversee the realization of Ambisyon 2040 should be able to influence the actions of others by bringing about either a direct or indirect positive change to individuals, organizations and societies. According to one of the most decorated American general and statesman Colin Powell, "The most important thing I learned is that soldiers watch what their leaders do. You can give them classes and lecture them forever, but it is your personal example they will follow."



The learning and development programs offered by the CSC focus not just on the development of the bureaucracy's human resources, but on developing leaders.

Some of the relevant and responsive learning and development interventions offered by the CSC through CSI are: quarterly Leadership Series, the Leadership and Management Certification Program or CPro, and the annual Public Sector Human Resource Symposium (HR Symposium).

The Leadership Series is a learning and networking event held to showcase the best practices of successful leaders and managers in both the government and the private sectors. Participants are expected to take away effective management and leadership practices as well be exposed to emerging trends from exemplary leaders, organizations and leadership gurus.

CPro aims to equip government leaders/managers with essential leadership competencies to help enhance their effectiveness in leading their organizations. As graduates complete the program, they should have finished Action Learning Programs that addressed the concerns or challenges plaguing their organization.

CPro candidates undergo two tracks: The Training Track, wherein candidates participate in the 11-day Leadership and Management Development Course (LMDC), consists of modules on Five Leadership competencies: Thinking Strategically and Creatively, Leading Change, Building Collaborative and Inclusive Working Relationships, Managing Performance and Coaching for Results, and Creating and Nurturing High Performing Organizations.

A 90-day Action Learning Project on the other hand, shall be undertaken to provide opportunity for participants to demonstrate the leadership competencies. Competency assessment includes: written examination on concepts, portfolio based on Action Learning Project, and Behavior Event Interview.

Amidst the need to maintain a healthy balance between continuity and change, the CSC offers the annual Public Sector HR Symposium. It essentially aims to help participants

proactively manage transitions brought in by new leaders and by the changing human resource management landscape.

Over the last six years, more than 100 speakers were tapped for the annual HR Symposium to share their expertise in human resource management and organizational development as well as on the concepts, perspectives and insights in managing change brought about by new directions and management approaches. We have also highlighted practices and experiences of progressive organizations in introducing, coping and shaping change.

Rewards and Recognition: Honor Awards Program

As part of the rewards and incentives program for the civil service, the CSC administers the annual, nationwide Honor Awards Program (HAP). This endeavour is in accordance with its constitutional mandate to adopt measures to promote morale, efficiency, integrity, responsiveness and courtesy in the civil service, as well as to strengthen the merit and awards systems. The program seeks to recognize and reward state officials and employees for their outstanding contributions and achievements in the delivery of public service. The recognition is also the highest given to state workers, with no less than the President of the Republic handing the award.

Philippine Army Major Harold M. Cabunoc, now a Lieutenant Colonel is a 2012 Presidential Lingkod Bayan awardee for initiating livelihood project for former Moro National Liberation Front (MNLF) rebels which was key in bringing them to the mainstream of society as productive citizens. Aside from the display of gallantry in combat, Cabunoc was credited for improving organizational efficiency in the Philippine Army, earning him the respect of his peers and superiors.

The roster of Lingkod Bayan, Dangal ng Bayan and Pagasa awardees showcase integrity, accountability and excellence of state employees in their respective fields - in agriculture, finance, local governance, administrative work, information technology, education, research and development, military, or law. We have had awardees who remained steadfast in living these values in the face of disability, temptation, extreme challenges, and even death.

Citizen-centricity through the reduction of red tape

Red tape refers to excessive regulation or rigid conformity to formal rules that is considered redundant or bureaucratic. It prevents action or hinders decision-making. It is a term usually applied to governments, corporations, and other large organizations.

Republic Act No. 9485 or the Anti-Red Tape Act of 2007 (ARTA) was enacted to eliminate bureaucratic red tape. It mandates public servants to deliver service with compassion and aim for customer delight.

ARTA has been in place for almost a decade and the numbers hint that government is making progress in reducing red tape in government transactions. In a poll conducted by the Social Weather Station in 2015, businessmen are seeing a reduction in corruption and bribery in the public sector. Furthermore, in a study commissioned by the United States Agency for International Development (USAID)-Integrity for Investments Initiative (i3) conducted in 2016, behavioral changes of employees, physical improvements in different government offices, and reduction in red tape have been attributed to the implementation of ARTA.

According to the report, behavioral changes have been observed in government workers and processes because knowledge of the anti-red tape law keeps them on their toes; thus they do their best to comply with posted service standards. The Report Card Survey and the Contact Center ng Bayan, components of the law, have for instance, provided the critical push for agencies to review and improve their services, knowing that the CSC is listening to actual feedback from citizens. Some agencies like the Social Security System (SSS), have included ARTA metrics in their internal performance management systems, which in turn have become the basis for the grant of bonuses and promotion.

Beyond guarding the country against internal and external threats to national peace and security, the DnD's frontline services address the welfare and needs of soldiers and veterans, providing support for their social and economic development. A challenge is poised before the DnD and its attached agencies and bureaus—to review and reengineer procedures to ensure the shortest transaction time and least number of requirements for transactions.

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Public Service Values Program

And what is excellence without integrity? People of integrity can be counted on to stand up for what is right, even if it is unpopular, and to behave with honor even when there is no one around to see. This is the main reason for the institutionalization of the Public Service Values Program or PSVP. It reinforces observance of the values enshrined in the Code of Conduct and Ethical Standards for Public Officials and Employees or Republic Act No. 6713. PSVP has three components: The Pamunuang Lingkod Bayani for executives; the Kulturang Lingkod Bayani for middle managers; and the Bawat Kawani Lingkod Bayani offered to all employees to create a critical mass.

The CSC identified the values such as Patriotism, Integrity, Excellence and Spirituality or PIES as the shared personal and shared organizational values in enhancing capabilities to achieve strategic goals.

As a result of PSVP, the CSC expects public servants to exemplify the values of patriotism, integrity, excellence and spirituality and serve as guideposts in day to day activities, and over-all performance.

ASEAN Community Pillars

The ASEAN Community is established with the twin visions of peace and prosperity. These visions are the anchors of the three institutionalized community pillars of ASEAN: Political Security, Economic, and Socio-Cultural Communities. These pillars

According to the report, behavioral changes have been observed in government workers and processes because knowledge of the anti-red tape law keeps them on their toes; thus they do their best to comply with posted service standards.



The critical role of the civil service was reinforced by the signing of the ASEAN Declaration on the Role of Civil Service as a Catalyst for Achieving the ASEAN Community Vision 2025.

serve as a guide in the development and implementation of programs designed to improve the lives of people in the region via economic and cultural development, social progress, regional peace and security, collaboration, mutual assistance in training and research, improvement of living standards, promotion of Southeast Asian studies and cooperation with regional and international organisations.

The aspect of national security and the civil service might be on different community pillars of ASEAN but deliberate efforts have been made to ensure that complementary programs are in place to promote the welfare of defence and military personnel tasked to counter and suppress terrorism, ensure maritime security, render humanitarian assistance and respond to disaster relief exercises, among other initiatives which ultimately aim to ensure the security of ASEAN member states and its citizens. In turn, the Political Security Community recognizes the role of the Socio-Cultural Community, particularly, the contributions of the ASEAN Cooperation on Civil Service Matters or ACCSM in improving the competence of military and civilian personnel.

The critical role of the civil service was reinforced by the signing of the ASEAN Declaration on the Role of Civil Service as a Catalyst for Achieving the ASEAN Community Vision 2025. The said declaration zeroes in on the civil service being the backbone of good governance in the region which includes its role in the promotion of regional peace and stability through abiding respect for justice and the rule of law among countries of the region. The agreement stresses

the role of the civil service as driver toward the achievement of ASEAN goals and aspirations for a “politically cohesive, economically integrated, and socially responsible” community, as articulated under the ASEAN Community Vision 2025.

Plans beyond 2018

The CSC shifted its perspectives in order to make HR management more attuned to the needs of the lingkod bayan—from incorporating competencies in recruitment and selection, to the continuous professionalization and capacity upgrade through learning and development opportunities; from promoting performance-based incentives and rewards to weeding out bad eggs through administrative discipline. The CSC contributes to nation-building via the provision of quality HR programs and interventions to various government agencies, which in turn translate to quality public service for the Filipino people. True, the country's leaders change, and in between these transitions, the civil service keeps the government running. Thus, a competent, responsive and accountable workforce will always have to be in place to attend to the day-to-day affairs of government.

The CSC's work does not stop here. The ASEAN perspective will have to be infused in future endeavors for public sector HR to remain progressive and relevant. ASEAN member states will benchmark each country's innovative, smart and integrity-based practices toward improved systems of governance. Learning from other countries' experiences in reinventing government can save time, inspire new reforms, and in some cases help us leapfrog stages of development.

As the Philippines' security against any threat – both foreign and domestic – rests primarily with the armed forces and civilian personnel of the DnD, the CSC is ready to render needed support in strengthening this institution especially in areas of HR management and organization development. This will be the Commission's contribution in securing the nation in its total sense. 



The CSC contributes to nation-building via the provision of quality HR programs and interventions to various government agencies, which in turn translate to quality public service for the Filipino people.



In observance of the 2018 Women's Month themed "We Make Change Work for Women", the Civil Service Reporter features another exemplary honor awardee who has proven her expertise and has created an impact in her work and community. Her love for the environment and respect for endemic species earned her accolades for her contribution to wildlife conservation. We share the story of Professor II Lucia L. Lastimoza of the West Visayas State University in Iloilo City, who manages the Mari-it Wildlife and Conservation Center.

Panay Island is a well-known pre-Hispanic state in the country, characterized by a rich history as well as natural resources. It is home to the West Visayas State University (WVSU), one of the prime institutions in the region. Nestled in the WVSU is the Mari-it Wildlife and Conservation Center, a haven for endemic species from Panay, Negros, Guimaras, Cebu, Ticao, and Masbate. The conservatory specializes in rehabilitating endemic species on the brink of extinction. It boasts of an extensive collection of species in the West Visayas Faunal Region, making it a hub for scientific research and a haven for environmental protection.

Established in 2002 by Professor II Lucia Lastimoza, the 500-hectare conservatory is a testament to her passion and expertise in wildlife conservation. Her interest in the advocacy was kindled by years of volunteer work and research abroad under the International Union for Conservation of Nature in the mountains of Panay.

Professor Lastimoza started with the Philippine spotted deer, Visayan warty pig, Panay bushy-tailed cloud rat, Visayan Writted hornbill, and the Visayan tarictic hornbill as the first batch of animals nurtured at the conservatory.

Labor Pains

As the manager of the breeding program, Lastimoza had to learn the biology and behavior of the animals as they recuperated from injuries and braced for survival. However, handling wild animals proved to be dangerous. Lastimoza had to undergo anti-tetanus and anti-rabies shots because she often got bitten in treating and feeding the animals.

Feeding the animals also became expensive. Lastimoza initially had to defray the expenses from her own pocket.

She eventually ventured into partnerships for funding. She initiated networking with non-government organizations for funding the conservatory, and also acquired a breeding loan with the Department of Environment and Natural Resources. She sent proposals to potential sponsors. Soon, she was able to secure partnerships with France's Mulhouse Zoological and Botanical Park under the European Association of Zoos and Aquaria. She was also able to stir the interest of the North England Zoological Society; Zoological Society of the Conservation of Species and Populations in Munich, Germany; South of England Zoological Society in Bristol Zoo,

2018 WOMEN'S MONTH SPECIAL FEATURE

Woman in the Wild:

Professor Lastimoza and the Mari-it Wildlife Center

England; Berlin Zoo in Germany; Zookeepers Association Europe; and San Diego Zoo and White Oaks Conservation Center in the United States, who all expressed plans to provide sponsorships.

Harvest

Lastimoza found her long-term solution for food sustainability when she was able to get a two-hectare land from the West Visayas State University in a partnership deal. The area served as a natural food haven for the animals. She planted bananas, avocados, rambutan, and lanzones to augment the food requirement of birds and cloud rats that also stayed within the conservatory.

Having succeeded in sourcing funds and providing food, Lastimoza turned to advocacy. She used her exposure in seminars to convince more scientists on the importance of wildlife conservation in the country. She disseminated posters and other information materials to engage learning centers and schools in the protection of endemic species. The conservatory now hosts lectures on wildlife conservation for students and visitors.

Lastimoza also did not waver in continuous research work to further bring out the potential of the conservatory. In collaboration with sponsors, she did reconnaissance surveys of the whole island of Panay to prepare communities for the

reintroduction of selected flora and fauna. This meant that even as she was managing the conservatory, she was already thinking about the future and how to re-integrate endemic animals to their natural habitat.

Staunch Environmentalist

Overseeing the maintenance of the wildlife reserve is hard work. It required getting up early in the morning for feeding programs, handling animals throughout the day, networking with partners, and working with communities for future projects. This challenging work required someone who was passionate enough to tirelessly pursue noble goals.

Lastimoza had that, and more. Aside from running the conservatory and managing her career as a professor, she was also saving the forest. She currently has an existing project with the Kalinog community to preserve the Bakbak Forest. The goal is to convince the locals to stop doing kaingin or shifting cultivation to preserve the forest. She also proposed for the locals to engage in other livelihood activities such as rattan planting. Eventually, the locals became rattan nursery experts and were able to establish a rattan plantation.

Not only has Lastimoza shown incredible dedication for endangered species but for endangered forests as well. A full-fledged environmentalist, Lastimoza has used her expertise and experience for the sake of environment protection.

Sharing the Spotlight

Having worked within the confines of wildlife and forests, the spotlight finally caught Lastimoza and brought her to the attention of the Civil Service Commission's Search for Outstanding Government Workers.

In 2017, she was conferred the Presidential *Lingkod Bayan* award, the highest honor a government worker may receive in his or her career. During the awards rites on September 20, 2017, no less than President Rodrigo Roa Duterte gave her the plaque and check that came with the award.

"When I was notified about the award, my first reaction was surprise," Lastimoza shares. "When the news finally sunk in, I felt grateful and happy. I find it incredible that the work that I was awarded for was something that I really enjoyed doing. I am doing the work out of the sheer joy of doing it and not for any award, but I am honored that the conservation advocacy that I and my fellow conservationists are doing is finally recognized."

A true *lingkod bayani*, Lastimoza knew that her advocacy would entail sacrifice. Yet she bravely faced it. "I am doing extra work on top of my regular work load, and whatever spare time I have goes to the advocacy," explains Lastimoza. "My academic preparation as an animal agriculturist has very little affinity with conservation. I have to study conservation to equip myself with knowledge and skills, and really undergo immersion in captive animal management. I had to work with animal keepers to learn about the conservatory routines. I had to develop breeding programs, design management protocols, and build food sustainability for the reservation."



Prof. Lastimoza checks for ectoparasites in the Visayan wreathed hornbill.

Prof. Lastimoza receives the 2017 Lingkod Bayan Award from President Rodrigo Roa Duterte at the Rizal Hall, Malacañang.



Work Ethics

Truly, being an environmentalist and scientist is not for the faint-hearted. Lastimoza had to go through difficult days when challenges seemed unending. But this just made her paddle even harder. "I always give my best," she says. "At the end of the day, I always ask myself in front of the mirror, 'Have you done your best today?' I proceed to review my actions, assess which ones were poorly executed, then find solutions to do better. For me, *hindi pwede ang pwede na.*"

Having a scientist's mind, Lastimoza tends to be objective and realistic. But her positivity also shines through. "I never quit after setbacks in my project because I consider setbacks and failures as learning experiences," she explains. "I never leave things to chance. I see to it that there are control mechanisms in place. However, I always believe that there is a chance for failure. I am prepared for the consequences of every decision I make. For me, one challenge is worth more than two successes."

Circle of Life

In a society where career-driven, single women are often derided for choosing the non-conventional path, Lastimoza remains undaunted. Instead, she cherishes her roles in relation to the important women in her life.

"As a daughter, I see to it that I visit my 90-year-old mother every weekend and spend quality time with her," she shares. "I tell her about my work and try to engage her in conservation work because she is also interested in wild animals and birds. When I have to do work in the weekends, I always find time to visit her even for a few hours."

She also does not neglect being a sister. "I have five other siblings," she says. "They are my sounding board for the problems I have with my work and in turn, they give me their



support. When some of them are vacationing at home, I always see to it that I get to spend time with them. I also invite them to visit the Mari-it Wildlife Conservation Center."

It also seems that Lastimoza belongs to a family of strong, capable women who care about each other. "One of my sisters is a civil engineer," she adds. "She would help me in the estimates of the structures that I want to build in the center. My family fully understands and is engaged with the work that I am doing."

Woman in the Wild

Research done by the Inter-Parliamentary Union and UN Women revealed that women's inclusion to leadership, politics, and paid work have contributed to diversity of perspective and approach. Women make a difference in their communities and their countries with their innate ability to be keen to the needs of others and to initiate innovative strategies to solve problems.

Women have also been closely linked to environment protection and conservation. Leading ecofeminist and theorist Dr. Vandana Shiva draws parallels to women and nature in that both have nurturing and life-giving qualities and both need to be protected from exploitation or abuse. According to Shiva, this affiliation has brought women worldwide closer to environment conservation, making them more likely to engage with environment-related projects.

Aware of it or not, Lastimoza has proven these findings. The Philippine government is indeed lucky to have highly talented and dedicated women in its workforce such as Professor Lastimoza. She has shown grace under pressure, clever resourcefulness, and admirable strength in her career. She was not satisfied in merely doing what is expected of her profession. She broke out and explored where she might spread her wings and create better impact in public service.

Some of the animals found in the conservatory include the Philippine Spotted Deer (*Rusa alfredi*), Visayan Rufous Hornbill (*Rhabdotorrhinus waldeni*), and the Maula (wild boar) or Visayan Warty Pig.



At the same time, Lastimoza brought out her best in being a woman. She embraced her natural instincts as a nurturer and protector of the environment, but at the same time she did not remain within the confines of expected roles for women.

"I stay in government service because it is still the best employer," she reflects. "The government is also a nurturing institution because it provides scholarships and chances for employees to upgrade their skills, and for teachers like me, to equip myself academically and be eligible for promotions."

Lastimoza also sees environmental protection as a national issue, very much linked to development and sustainability. "I dream of a Philippine government that is inclusive, caring, and responsive to the needs of the people. I can only speak for the area I am working with and the issues involved," she says. "The environment is a crucial issue because people in areas where environmental issues are rife are living below the poverty line, and if the government will strike a balance between inclusive growth and reforestation and protection of the forest, then it has to devise a program to address these twin concerns."

Through her determination and hard work, Professor Lastimoza has indeed created an impressive rescue and captive breeding center for threatened species, putting the Philippines in the world map of conservation. In doing so, she became a public service exemplar. "I believe and observe first hand that there are more heroes in the public service than we'd like to believe. If the government honors people of outstanding achievements in the public service, then that perception could change. Living selflessly and leading by example is one way by which a woman can show that she is a servant-hero," she says. ®

GET CO A Look into Civil Registration

Maria Elena saw a job opening for domestic helpers in Qatar. Eager to take her chances abroad, she immediately went to the Department of Foreign Affairs (DFA) to apply for a passport. She submitted the application form and an original copy of her Philippine Statistics Authority (PSA)-authenticated birth certificate on security paper. Unfortunately, the DFA had to hold her application after discovering that her name in the birth certificate is actually "Ma. Elena", even though she has been using "Maria Elena" ever since.

She consulted with PSA and was told that she needs to go back to her native Dipolog City and file for a correction. Not only does Maria Elena have to spend more just to correct her birth certificate; she may also lose the chance to apply for the job in Qatar if she cannot get a passport on time.

Civil registry documents are essential to giving citizens a legal identity, which in turn, make it possible for them to access various health, education, and social services. Having a legal identity is tied to the exercise of basic human rights. Sadly, many Filipinos do not appreciate or understand the value of timely and accurate civil registration and to get counted until such time they encounter a problem.

What is Civil Registration?

Civil registration is the recording of vital events such as births, deaths, and marriages. Under Act No. 3753 or the Law on Registry of Civil Status, records shall also include annulments of marriages, divorces, legitimations, adoptions, acknowledgement of natural children, naturalization, and changes of name.

In the Philippines, registration is done at the city/municipal level through the Local Civil Registry Office (LCRO). (For Filipinos residing abroad, vital events shall be reported to the Philippine Foreign Service Establishment of the country of residence or where the vital event took place.) Records are

then forwarded or 'endorsed' to the PSA. Formerly called the National Statistics Office, the PSA acts as the central repository of records, provides technical oversight and coordination for civil registration services across the country, and produces the vital statistics used by government in policymaking.

Filipinos usually need a Certificate of Live Birth for baptism, school enrollment, employment, new passport application, and filing of medical claims. It is also presented when transacting with government agencies and banks in the absence of a valid ID card. The Certificate of Death is usually required when claiming death benefits or insurance proceeds. A Certificate of Marriage is used to establish family relations, and the Certificate of No Marriage or CENOMAR, to establish one's single status and right to marry.

Vital statistics generated by the PSA allow the government to make better informed decisions and provide more targeted services. For example, the Department of Health can look at the leading causes of mortality among Filipinos and introduce corresponding health reforms. The Department of Social Welfare and Development can look at adoption rates of foundlings and improve their services for abandoned children.

Many are Still Uncounted

As a state policy, all vital events and accompanying changes in civil status should be registered. However, several challenges, which touch on geographic, economic, and cultural perspectives, make it more difficult for the government to achieve a hundred percent registration coverage.

More than 100 million Filipinos are scattered across the archipelago, while an additional 10 million Filipinos are living abroad. Those living in remote and mountainous areas may find it laborious and costly to travel to the city or municipal government to register, especially for deaths. Most of unregistered events among Muslims are within ARMM, where security risks hamper the delivery of basic services.

United! Registration in the Philippines

These conditions present the need for greater coverage and frequency of mobile registration services and for more intensive efforts by the barangay officials.

Fees charged by LCROs and the cost of obtaining supplementary documents such as sworn affidavits may deter underprivileged citizens from registering their vital events or correcting wrong entries. These apart from cases when one would need to consult with a lawyer or undergo court proceeding, which also entail additional costs. There had been instances when birth or death certificates were not forwarded by the hospitals to the LCRO because the patients or their families were unable to settle hospital bills.

Moreover, there is a need to harmonize civil registration laws and policies with religious and cultural practices, especially for the benefit of Muslim and indigenous peoples' communities where many births and deaths do not occur inside health facilities and marriages are not solemnized by a mayor or priest. Because they are not registered, the government does not have an accurate profile of these communities and they get left behind in the planning and provision of government programs and services.

Structural and Administrative Barriers

While the PSA acts as the central authority on civil registration, the actual tasks of registering and certifying vital events are devolved to the city/municipal governments, each with their own capacities, internal systems, political issues, and financial priorities. This tends to result in varying degrees of implementation of PSA-issued circulars, varying levels of competencies among LCROs, and uneven quality of data across the country.

Moreover, the PSA does not have direct accountability over LCROs. The extent of their disciplinary jurisdiction is limited to conducting investigations and submitting recommendations to the local chief executive.

Developments in Civil Registration

Despite these challenges, the Philippines' civil registration and vital statistics system has improved through the years. Based on census results, birth registration was recorded at 93.5 percent in 2010 compared to 89.3 percent in 1995. Death registration, at 66% in 2010, is relatively high compared with other countries at a similar level of socio-economic development.

In terms of the legal and institutional framework, Republic Act No. 10625 integrated the statistical mandate of government into a single national-level department, while further advancing collaboration among public and private stakeholders of statistical data including civil registry data.

Before this law, the National Statistics Office (NSO) was the government's major statistical agency and shared related functions with the Bureau of Agricultural Statistics (BAS) and the National Statistical Coordination Board (NSCB), the

Did you know that...

Republic Act No. 9255 allows illegitimate children to use the surname of their father?

Republic Act No. 9048 allows the city/municipal civil registrar or the consul general to correct a clerical or typographical error in any entry in civil registry documents, and/or change the first name or nickname in the civil register without the need for a judicial order?

Birth certificates are permanent records and do not have an expiration period? (The PSA clarified, however, that decisions of end-users to require their applicants to submit recently-issued birth documents are beyond their control.)

Philippine Statistics Authority
Anti-Red Tape Act Report Card Survey
(ARTA-RCS) Results 2014-2015

Period conducted	2014 July 14 to October 2	2015 March 24 to July 29
No. of PSA service offices covered	62	60
No. of respondents	1,847	1,800
Primary service availed of	Copy issuance of civil registry documents	Copy issuance of civil registry documents
Overall Score	86.78 (Good)	86.23 (Good)

Note: Administered by the Civil Service Commission, the Report Card Survey is used to measure agency compliance with the Anti-Red Tape Act provisions and overall client satisfaction using a definite set of criteria/standards. Thirty (30) clients within the premises of the service office are interviewed immediately after they availed themselves of a frontline service.

highest policy-making and coordinating body on statistical matters. R.A. 10625 rationalizes and promotes efficiency and effectiveness in the delivery of statistical services. It constituted the PSA from among the existing personnel of the NSO, BAS, NSCB, and the Bureau of Labor and Employment Statistics.

The law also created the PSA Board, which now serves as the highest policy-making body on statistical matters. It is chaired by the Secretary of Socioeconomic Planning, vice chaired by the Department of Budget and Management, and involves 24 other government agencies, the Philippine Statistical Association Inc., Union of Local Authorities of the Philippines, and a private sector representative.

R.A. 10625 also created various Inter-Agency Committees on Statistics such as on gender, agriculture, trade and industry, and infrastructure. These committees are tasked to coordinate and resolve agency and sectoral concerns on statistical matters.

Information technology has done a lot in improving civil registration processes. Started in 2001, the Civil Registry System-Information Technology Project digitized millions of civil registry documents; automated copy issuance, authentication, and certification; and built the network infrastructure that allowed the then NSO to establish Census Serbilis Centers nationwide. The project aims to cater to more Filipinos and respond to the growing demand for NSO services.

The Philippine Civil Registry Information System or PhilCRIS is a software that allows LCROs to electronically encode and store civil registration certificates, query and retrieve encoded records, maintain a database and produce vital statistics, and generate data files that can be transmitted to the PSA for archiving and statistical purposes.

Technology is also being used to enhance the quality and utilization of vital statistics. One such tool is the Analysis of the Cause of National Death for Action or ANACONDA, which looks at data on mortality levels and causes of death and checks their plausibility or quality against established epidemiological and demographic patterns.

In terms of information and education, the PSA spearheads the nationwide celebration of Civil Registration Month every February. Together with the LCROs, it conducts mass weddings, contests, lectures and orientation sessions, as well as mobile registration activities to reach far-flung communities and those known to have high numbers of unregistered vital events.

Moving Forward

The civil registration and vital statistics system of today is a far cry from what the country had since Commonwealth Act No. 591 established the Bureau of the Census and Statistics in August 1940. Government and civil society are working together to keep the system integrated and responsive to stakeholder needs. Technology is making registration and data generation processes faster and more efficient. The public is assuming a bigger role in improving public service delivery through frequent feedback and engagement.

However, much remains to be done and efforts are focused on improving the quality, completeness, and utilization of civil registration data, increasing capacity for personnel who are involved end-to-end, and enhancing multi-sectoral coordination and collaboration. While the government continues to address these challenges head-on, Filipinos are reminded to make sure they and their loved ones get counted by registering their vital events. 

For civil registration concerns, contact the PSA Query Verification Unit at:

Telephone: (02) 926-7333, (02) 926-7274, (02) 926-9973

E-mail: crs.qvu1@psa.gov.ph / crs.qvu2@psa.gov.ph / crs.qvu3@psa.gov.ph

TRIVIA ON BIRTH, MARRIAGE, AND DEATHS



Live Births in the Philippines (2016)

Number of live births: 1.731 million

52% percent males and 48% females

Approximately 54% of mothers who gave birth in 2016 were aged 20-29 years old.

Most common baby names:

Nathaniel (male) / Althea (female)



Median age of marriage (2014-2016):
28 years old (male) / 26 years old (female)

Highest number of marriages were recorded
during Valentine's Day (2007-2016)

Months with highest occurrence of marriages
are December (2012, 2014, 2015), February
(2013), and April (2016).



Deaths in the Philippines (2016)

582,183 reported deaths or an average of 66 deaths per hour

6 out of 10 deaths were not medically attended

CALABARZON recorded the highest number of maternal
deaths at 213 out of 1,483 (14.3%)

Top 5 causes of death: Ischaemic heart disease, Neoplasms
(includes cancer), Pneumonia, Cerebrovascular diseases,
Hypertensive diseases

The Civil Service Reporter wishes to thank Assistant National Statistician Editha R. Orcilla of the PSA-Civil Registration Service for educating us on the topic.

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THE PHILIPPINE GOVERNMENT'S HUMAN RESOURCES BY THE NUMBERS

Do you want to know how many civil servants there are in the Philippine Government?

To update the statistical information on government human resources and to provide up-to-date data, the Civil Service Commission (CSC) generated a consolidated report in July 2017 called the Inventory of Government Human Resources or IGHR. This is a quick count on the number of government workers classified as career, non-career, and job orders/contract of service from all government agencies, offices, and instrumentalities.

The data gathered are summarized and disaggregated to standard classification (eligibility, level of position, gender, etc.) The IGHR serves as a basis in policymaking and holistic assessment of the state of the bureaucracy. The data is also used in budget hearings in the House of Representatives and the Senate.

As of August 2017, the Philippine Government has 1,760,502 in human resources. This includes employees from the National Government Agencies (NGAs), Local Government Units (LGUs), State Universities and Colleges (SUCs), Government Owned and

Controlled Corporations (GOCCs) and Local Water Districts (LWDs). Career employees constitute 89.15% or a total of 1,569,585 as against non-career with 10.85% or 190,917. Of the total career employees, 68.66% or 1,208,836 occupy second level positions which cover both the professional/technical and the executive/managerial posts, while 31.34% or 360,749 are in the first level or those in clerical, trades, crafts, and custodial service positions.

Of the non-career, 96,456 (5.48%) are casual employees, 39,578 (2.24%) are contractual appointees, 35,476 (2.01%) are coterminous, and 19,407 (1.10) are elective officials.

Generally, there are more female employees in the career service across regions, except in the Autonomous Region in Muslim Mindanao (ARMM) where male employees are slightly higher than their counterpart at 51.74% (27,603). Overall, female employees are at 62.23% (976,798) of the population versus male employees at 37.77% (592,787) in the career service. **R**

See the infographics for a snapshot of the 2017 IGHR.

INVENTORY OF GOVERNMENT HUMAN RESOURCE (IGHR)

REPORT BY LEVEL OF POSITION, GENDER,
MAJOR SUBDIVISION AS OF AUGUST 2017

1,760,502 TOTAL INVENTORY OF GOVERNMENT HUMAN RESOURCES

1,569,585
CAREER

1ST LEVEL: 360,749
2ND LEVEL: 1,208,836



701,175 MALE

1,059,327 FEMALE

89.15%
CAREER
10.85%
NON-CAREER



190,917
NON-CAREER

COTERMINOUS: 35,441
CASUAL: 96,456
CONTRACTUAL: 39,578
ELECTIVE: 19,444

GOCC
77,160

SUC
63,574

LWD
17,536

LGU
406,437

660,390
JOB ORDER / CONTRACT OF SERVICE



QUALIFICATION STANDARDS

**Re: QS for the Tourism Operations Positions
in the Local Government Units (LGUs)
pursuant to R.A. No. 9593**

Number : 1800010

Promulgated : 09 JAN 2018

RESOLUTION

WHEREAS, Section 2 (2) Article IX (B) of the 1987 Philippine Constitution states that appointments in the civil service shall be made only according to merit and fitness to be determined, as far as practicable, and, except to positions which are policy determining, primarily confidential, or highly technical, by competitive examination;

WHEREAS, Section 12(1), Chapter 3, Title I (A) Book V of Executive Order No. 292, provides that the Commission shall administer and enforce the constitutional and statutory provisions in the merit system for all levels and ranks in the Civil Service;

WHEREAS, Section 4, Rule IV of the Omnibus Rules Implementing Book V of Executive Order No. 292 and Other Pertinent Civil Service Laws provides that the Commission shall adopt qualification standards for service-wide positions in the first and second levels and shall review and update, whenever necessary, those already established;

WHEREAS, Section 42, Subchapter II-E (Shared Responsibilities of National and Local Governments), Chapter II of Republic Act No. 9593, otherwise known as the "Tourism Act of 2009", provides that, "Every province, city or municipality in which tourism is a significant industry shall have a permanent position for a tourism officer. He or she shall be responsible for preparing, implementing and updating local tourism development plans, and enforcing tourism laws, rules and regulations. In the performance of his or her functions, the tourism officer shall coordinate with the Department and its attached agencies.

"Prior to appointment, every tourism officer must have obtained a relevant bachelor's degree and at least five (5)

years of substantial involvement in the tourism industry. The Department may also impose other relevant qualifications and require periodic completion of training programs. Such qualifications and the powers and functions of tourism officer shall be defined in the implementing rules and regulations of this Act.";

WHEREAS, Section 43 of the same law states that, "Tourism Assistance. – In coordination with the Department's regional offices, every province, city or municipality in which tourism is a significant industry shall establish a tourist information and assistance center to assist tourists and tourism enterprises.";

WHEREAS, Section 125 (b) and (c) of the Implementing Rules and Regulations (IRR) of R.A. No. 9593 provides for the qualifications of the Tourism Officer position in the LGUs, to wit;

"(b) The tourism officer shall be appointed by a local executive based on the following qualifications:

- (1) Must be a Filipino citizen permanently residing in the LGU where the position is available;
- (2) Must obtain relevant bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields;
- (3) At least five (5) years of substantial work experience and involvement in the tourism industry either in the private sector or government; and
- (4) Must undergo and pass the training programs undertaken by the Department

"(c) LGUs shall ensure the periodic attendance and completion by the tourism officers of the training programs conducted by the Department.";

WHEREAS, Section 126 (a, b and c) of the said Implementing Rules and Regulations of R.A. No. 9593 also provides, as follows;

"(a) LGUs in which tourism is a significant industry shall establish a tourist information and assistance center to assist tourists and tourism enterprises.

"(b) The Department shall provide technical advice to the LGUs regarding the establishment and management of the said center.

"(c) LGUs shall allocate appropriate funds for the construction and maintenance of the tourist information and assistance center, including the provision of personnel to manage the center."

WHEREAS, the Commission deems it necessary to establish appropriate QS for tourism officer positions in the LGUs in consultation with concerned agencies;

WHEREAS, the Commission, in coordination with the Department of Tourism (DOT), identified the specific and mandatory trainings that should be attended by the LGU Tourism Officer in compliance with R.A. No. 9593;

WHEREAS, the DOT, through Director Maria Rica C. Bueno, Office of Tourism Standards and Regulations, informed the Commission of the following specific and mandatory trainings that should be attended by the LGU Tourism Officer to comply with Section 125 (b) (4) of the IRR of R.A. No. 9593: Tourism Awareness and Capability Building Seminar for LGUs (24 hours), Seminar on Disaster Risk Reduction and Management (24 hours), Basic Tourism Statistics Training (BTST) (32 hours), Local Tourism Guidebook Orientation (16 hours); and Seminar on Gender and Development Orientation (8 hours);

WHEREAS, the Commission consulted the Department of Budget and Management (DBM) on the need to create a new position based on the provision of Section 42 of R. A. No. 9593 and Section 125 (b) of the IRR of the same law or if the local government units (LGUs) can adopt the approved position titles for Tourism Operations Officer positions to implement the provisions of RA No. 9593;

WHEREAS, Assistant Secretary Myrna S. Chua, DBM clarified that to implement the provision of R.A. No. 9593: *"LGUs may use position titles provided under Local Budget Circular No. 61¹ specifically for Tourism Operations in LGUs. The creation of a separate Tourism Officer position is no longer necessary since per perusal of the intended duties and functions of the Tourism Officer, the same are inherent in the existing classes of TOO [Tourism Operations Officer positions] in the IOS for national and local government agencies."*

WHEREAS, in the 1997 CSC Revised Qualification Standards Manual, the approved QS for the positions under Tourism Operations in the LGUs are, as follows:

POSITION	SG	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Tourism Operations Assistant	7	Completion of 2 years studies in college	None required	None required	Career Service (Sub-Professional)/ First Level Eligibility
Tourist Receptionist I	8	Completion of 2 years studies in college	1 year relevant experience	4 hours of relevant training	Career Service (Sub-Professional)/ First Level Eligibility
Tourist Receptionist II	10	Completion of 2 years studies in college	2 yrs. of relevant experience	8 hours of relevant training	Career Service (Sub-Professional)/ First Level Eligibility
Tourism Operations Officer I	11	Bachelor's degree relevant to the job	None required	None required	Career Service (Professional)/Second Level Eligibility
Tourism Operations Officer II	15	Bachelor's degree relevant to the job	1 yr. relevant experience	4 hours of relevant training	Career Service (Professional)/Second Level Eligibility
Senior Tourism Operations Officer	18	Bachelor's degree relevant to the job	2 yrs. of relevant experience	8 hours of relevant training	Career Service (Professional)/Second Level Eligibility
Supervising Tourism Operations Officer	22	Bachelor's degree relevant to the job	3 yrs. of relevant experience	16 hours of relevant training	Career Service (Professional)/Second Level Eligibility
Chief Tourism Operations Officer	24	Masteral Degree	4 yrs. of relevant experience	24 hours of relevant training	Career Service (Professional)/Second Level Eligibility

¹Revised Index of Occupational Services, Position Titles and Salary Grades (IOS) in the Local Government

WHEREAS, Section 76, Title III of the Local Government Code of 1991 or R.A. No. 7160 states that: “*Every local government unit shall design and implement its own organizational structure and staffing pattern taking into consideration its service requirements and financial capability, subject to the minimum standards and guidelines prescribed by the Civil Service Commission.*”;

WHEREAS, the LGUs may create other positions based on their priority needs and financial capability, provided that they conform to the guidelines set forth in the DBM’s Local Budget Circular (LBC) No. 61 dated March 18, 1996;

WHEREAS, the LGUs shall be guided by the following standards on position titles and salary grades of Department Heads (DH), Assistant Department Heads (ADH), and the highest position below the ADH in the creation of its Tourism Officer position:

Local Government Unit	Department Head (DH)	Asst. Department Head (ADH)	Highest Position Below the ADH
Provinces	Provincial Government Department Head (SG 26)	Provincial Government Assistant Department Head (SG 24)	Chief Tourism Operations Officer (SG 22)
Special Cities (Manila and Quezon City)	City Government Department Head III (SG 27)	City Government Assistant Department Head III (SG 25)	Chief Tourism Operations Officer (SG 24)
Highly Urbanized Cities	City Government Department Head II (SG 26)	City Government Assistant Department Head II (SG 24)	Chief Tourism Operations Officer (SG 22)
Component Cities	City Government Department Head I (SG 25)	City Government Assistant Department Head I (SG 23)	Supervising Tourism Operations Officer (SG 22)
Municipalities within Metro Manila	Municipal Government Department Head II (SG 25)	Municipal Government Assistant Department Head II (SG 23)	Supervising Tourism Operations Officer (SG 22)
Municipalities outside Metro Manila- 1st to 3rd Class Municipalities	Municipal Government Department Head I (SG 24)	Municipal Government Assistant Department Head I (SG 22)	Senior Tourism Operations Officer (SG 18)
Municipalities outside Metro Manila- 4th to 6th Class Municipalities	Municipal Government Department Head I (SG 24)	Municipal Government Assistant Department Head I (SG 22)	Tourism Operations Officer II (SG 15)

WHEREAS, to conform to the provisions of R.A. No. 9593, there is a need to amend the existing qualification standards of the Tourism Operations positions in the LGUs as well as set the QS for higher positions that the LGUs may create;

WHEREFORE, the Commission, in consultation with the DOT and DBM, **RESOLVES to ISSUE** the amended QS of the various positions under Tourism Operations in the LGUs, and the new QS for Department Head and Assistant Department Head positions, as follows:

POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Tourism Operations Assistant	7	1	Completion of 2 years studies in college	None required	None required	Career Service (Sub-Professional)/ First Level Eligibility
Tourist Receptionist I	8	1	Completion of 2 years studies in college	1 year of relevant experience in the tourism industry either in the private sector or the government	4 hours of relevant training on tourism	Career Service (Sub-Professional)/ First Level Eligibility
Tourist Receptionist II	10	1	Completion of 2 years studies in college	2 years of relevant experience in the tourism industry either in the private sector or the government	8 hours of relevant training on tourism	Career Service (Sub-Professional)/ First Level Eligibility
Tourism Operations Officer I	11	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	None required	None required	Career Service (Professional)/ Second Level Eligibility
Tourism Operations Officer II	15	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	1 year of work experience and involvement in the tourism industry either in the private sector or the government	4 hours of relevant training on tourism or ^a DOT specific and mandatory trainings such as but not limited to the following: <ul style="list-style-type: none"> • Tourism Awareness and Capability Building Seminar for LGUs • Seminar on Disaster Risk Reduction and Management • Basic Tourism Statistics Training (BTST) • Local Tourism Guidebook Orientation and; • Seminar on Gender and Development Orientation 	Career Service (Professional)/ Second Level Eligibility

²Training required if the highest position created by the LGU belonging to the 4th to 6th class municipalities is Tourism Operations Officer II (SG-15) who shall perform the functions of the Tourism Officer; Must be a Filipino citizen permanently residing in the LGU

POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Senior Tourism Operations Officer	18	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	2 years of work experience and involvement in the tourism industry either in the private sector or the government	8 hours of relevant training on tourism or ³ DOT specific and mandatory trainings such as but not limited to the following: <ul style="list-style-type: none">• Tourism Awareness and Capability Building Seminar for LGUs• Seminar on Disaster Risk Reduction and Management• Basic Tourism Statistics Training (BTST)• Local Tourism Guidebook Orientation and;• Seminar on Gender and Development Orientation	Career Service (Professional)/ Second Level Eligibility

³Training required if the highest position created by the LGU belonging to the 1st to 3rd class municipalities is Senior Tourism Operations Officer (SG-18) who shall perform the functions of the Tourism Officer; Must be a Filipino citizen permanently residing in the LGU

POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Supervising Tourism Operations Officer	22	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	3 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: <ul style="list-style-type: none">• Tourism Awareness and Capability Building Seminar for LGUs• Seminar on Disaster Risk Reduction and Management• Basic Tourism Statistics Training (BTST)• Local Tourism Guidebook Orientation and;• Seminar on Gender and Development Orientation	Career Service (Professional)/ Second Level Eligibility

Must be a Filipino citizen permanently residing in the LGU

POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
*Chief Tourism Operations Officer	24	2	Master's degree in tourism, business, law, economics, marketing, public administration or other related fields	4 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: <ul style="list-style-type: none">• Tourism Awareness and Capability Building Seminar for LGUs• Seminar on Disaster Risk Reduction and Management• Basic Tourism Statistics Training (BTST)• Local Tourism Guidebook Orientation and;• Seminar on Gender and Development Orientation	Career Service (Professional)/ Second Level Eligibility

Must be a Filipino citizen permanently residing in the LGU

*For Special Cities only (Manila and Quezon City)

POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Municipal Government Assistant Department Head I	22	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	3 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: <ul style="list-style-type: none">• Tourism Awareness and Capability Building Seminar for LGUs• Seminar on Disaster Risk Reduction and Management• Basic Tourism Statistics Training (BTST)• Local Tourism Guidebook Orientation and;• Seminar on Gender and Development Orientation	Career Service (Professional)/ Second Level Eligibility
Municipal Government Assistant Department Head II	23					
City Government Assistant Department Head I	23					

Must be a Filipino citizen permanently residing in the LGU

POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Municipal Government Department Head I	24	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	4 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: <ul style="list-style-type: none">• Tourism Awareness and Capability Building Seminar for LGUs• Seminar on Disaster Risk Reduction and Management• Basic Tourism Statistics Training (BTST)• Local Tourism Guidebook Orientation and;• Seminar on Gender and Development Orientation	Career Service (Professional)/ Second Level Eligibility
City Government Assistant Department Head II	24					
Provincial Government Assistant Department Head	24					

Must be a Filipino citizen permanently residing in the LGU

POSITION	SG	LEVEL	EDUCATION	EXPERIENCE	TRAINING	ELIGIBILITY
Municipal Government Department Head II	25	2	Bachelor's degree in tourism, business, law, economics, marketing, public administration or other related fields	5 years of work experience and involvement in the tourism industry either in the private sector or the government	DOT specific and mandatory trainings such as but not limited to the following: <ul style="list-style-type: none">• Tourism Awareness and Capability Building Seminar for LGUs• Seminar on Disaster Risk Reduction and Management• Basic Tourism Statistics Training (BTST)• Local Tourism Guidebook Orientation and;• Seminar on Gender and Development Orientation	Career Service (Professional)/ Second Level Eligibility
City Government Department Head I	25					
City Government Assistant Department Head III	25					
Provincial Government Department Head	26					
City Government Department Head II	26					
City Government Department Head III	27					

Must be a Filipino citizen permanently residing in the LGU

The Commission **RESOLVES FURTHER** that the LGUs need not secure the approval of the CSC should the foregoing minimum qualification standards be adopted.

The LGUs may set specific or higher standards, in which case, they shall submit to the CSC, for approval, the specific and higher standards, and once approved, they shall be adopted by the CSC as the qualification standards in the attestation of their appointments;

The Commission **RESOLVES FURTHERMORE** that the corresponding position title and the parenthetical position title shall be indicated in the appointment to be issued to the Tourism Officer, with the rank of Department Head or Assistant Department Head for the determination of appropriate QS, e.g. Provincial Government Department Head (Tourism Officer) – SG 26; Municipal Government Assistant Department Head II (Tourism Officer) – SG 23.

The abovementioned qualification standards shall be the bases of the Civil Service Commission in attesting appointments and in evaluating other human resource actions for the subject positions in the local government units.

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

Quezon City.

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

(Sgd.) **ROBERT S. MARTINEZ**
Commissioner

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

Attested by:

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



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Maynilad

Civil Service Commission Central Office
IBP Road, Batasan Hills, 1126 Quezon City