

# THE CIVIL SERVICE REPORTER

**GAWING LINGKOD BAYANI ANG BAWAT KAWANI**

Volume 64 No. 2

2nd Quarter 2023 Issue

## Compassion in Action:

Transforming lives and  
communities  
through service and  
dedication

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2022 CSC Pagasa Awardee

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Teacher III  
2022 Dangal ng Bayan Awardee



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Elementary School Principal II  
2022 Dangal ng Bayan Awardee



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Head Teacher I  
2022 Dangal ng Bayan  
Awardee



*Outlook*  
*Riding the Wave of the  
Digital Age with DX*

*Citizen's Guide*

*Special Eligibilities: What are these  
and who are qualified?*

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



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**S**ince 2012, the Contact Center ng Bayan (CCB) has served as the public's helpline on government-related transactions, ensuring that government agencies deliver their promise of timely and quality service to the Filipino people.

As the CCB continues to harvest feedback from its clients, some commendations reflect how CCB can also bridge the trust gap between the public and government agencies, and how it can spark hope among clients.

## TAX REGISTRATION FAST TRACKED

Ticket Number : ECCB109\*\*\*

Agency : Bureau of Internal Revenue

Client's Main Issue/Concern: Report on the alleged slow processing of Electronic Certificate Authorizing Registration (eCAR) at the Bureau of Internal Revenue (BIR) RDO 060 in Lucena City.

### Client feedback

*I am giving CSC CCB a 5-star rating. Thank you very much for your assistance. Very efficient kayo and because of that, napakarami ninyong natutulungan. I also would like to thank BIR RDO 060 for a very quick response on the issues I raised. Their positive response came on the same day that they received the email from CCB. Again, thank you very much CSC and BIR.*

## BIRTH CERTIFICATE DELIVERED

Parent ticket : ECCB108\*\*\*

Agency : Philippine Statistics Authority

Client's Main Issue/Concern: Request for an update on the status of the request for correction of birth certificate

CCB requested PSA to provide client with a status report as well as specific timeline on the release of the birth certificate.

### Client feedback

*Thank you very much to your good office for the immediate action on my request. Imagine, I have been waiting for my birth certificate for almost eight months more or less without an update but it took only two to three days when your good office acted on it. I already received my corrected birth certificate now. Again thank you very much.*

## SSS CONTRIBUTION UPDATED

Parent ticket : ECCB110\*\*\*

Agency : Social Security System

Client's Main Issue/Concern: Follow-up on the status of SSS unposted contribution.

CCB requested SSS to provide client with an update on the status of her unposted SSS contribution.

### Client feedback

Dear Contact Center ng Bayan,

Good day!

I am writing to inform you and express my appreciation for the service I received from Contact Center ng Bayan & SSS in resolving the issue I had with my unposted contributions. While I was initially frustrated with the poor service I had received from SSS, they responded and provided a resolution.

I hope SSS will take time to investigate an issue thoroughly to identify the root cause of the problem and provide a satisfactory solution.

Providing vague answer and solution waste a lot of time (money & effort) both for SSS employees and its members and make the process longer.

Yesterday, I visited the SSS branch and was able to process the underpayment for my Jan-May 2023 contribution.

They advised us to wait for 2-3 weeks to have it posted. We'll wait and monitor if it was successfully posted. Thank you.



The **Contact Center ng Bayan** aims to encourage government agencies to continue providing better frontline services and promote streamlined processes that can make every client's transaction seamless.

Send in report, complaints, or suggestions to the  
Contact Center ng Bayan  
[email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)  
SMS: 0908-8816565



[contactcenterngbayan.gov.ph](http://contactcenterngbayan.gov.ph)



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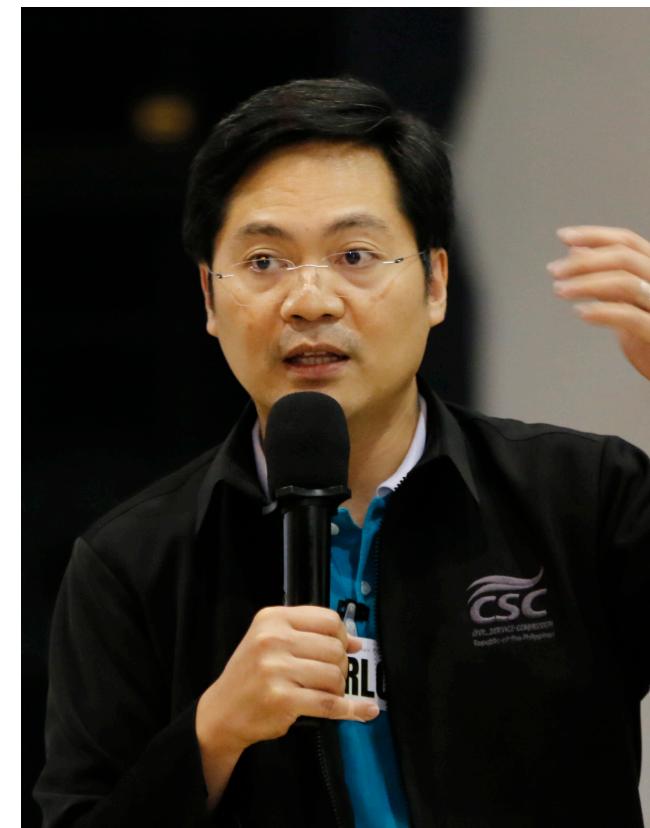


[@CSCPPhmedia](https://www.youtube.com/@CSCPPhmedia)



[csc.gov.ph](http://csc.gov.ph)

## FROM THE CHAIRPERSON'S DESK



their personal resources to ensure that education reaches their underprivileged students.

Among these exceptional educators is Teacher III Rizalina Nacpil from San Manuel Elementary School of the Department of Education, Division of Tarlac City. Understanding the profound impact of education on a child's future, she goes the extra mile to prioritize meeting her students' basic needs so that they can fully concentrate on their studies. With great selflessness, she uses her own funds to provide clothing, uniforms, food, and school supplies to these young learners, ensuring their immediate needs are met.

In line with the graduation theme, the Citizen's Guide section highlights the various civil service eligibilities (CSE) granted under special laws (pp. 23-27). It is important to note that the CS examinations are not the sole path to acquiring CS eligibility. For individuals planning to join government service but have yet to obtain their CS eligibility, the CSC offers 11 special eligibilities under special laws. One such example is the Honor Graduate Eligibility, awarded to individuals who have graduated summa cum laude, magna cum laude, or cum laude in their bachelor's degree, regardless of the duration of their completion. This eligibility applies to graduates from private higher education institutions in the Philippines, as well as state and local colleges or universities.

**A**s we enter graduation season, this quarter's issue of the Civil Service Commission's (CSC) official magazine is dedicated to honoring our teachers. Teachers are our second parents, mentors, and sources of inspiration, pushing us to strive for our dreams and believing in our potential. Undoubtedly, there are remarkable teachers in our lives who have in one way or another helped shape who we are today, and continue to shape the lives of our children and future generations.

The cover story of the second quarter issue of the CS Reporter (pp. 32-38) shines a spotlight on the educators who received the 2022 Search for Outstanding Government Workers Award. These teachers have been acknowledged for their unwavering dedication to creating engaging, interactive, and supportive learning environments for their students. Despite the challenges of providing education in remote communities, they have displayed remarkable courage, traversing treacherous mountain trails, braving neck-deep rivers, and even risking their safety in conflict zones. They have gone above and beyond, utilizing

The Outlook section (pp. 28-31) emphasizes the significance of future readiness in public service through the CSC's Digital Transformation or DX initiative. DX aims to ensure the continuity of public service by institutionalizing digital workplaces, fail-safe digital protocols, and the digitalization of processes and services. By leveraging both new and existing technologies, we strive to drive substantial change and deliver increased value to our clients and stakeholders.

In this issue of the CS Reporter, we aspire to provide our readers with comprehensive updates on human resource management, organization development, civil service rules and policies, and inspiration to strive for excellence.

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

# Readership SURVEY

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

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

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

Answer the survey online (<https://bit.ly/CSReporterSurvey2022>) or accomplish this physical survey, snap a photo and email to [paio.pmrdr@csc.gov.ph](mailto:paio.pmrdr@csc.gov.ph) with the subject line "CS Reporter Survey".

Should you have any concern regarding this survey, please send an email to [paio.pmrdr@csc.gov.ph](mailto:paio.pmrdr@csc.gov.ph) with the subject "Civil Service Reporter magazine survey".

Thank you.

1. How did you know about this survey?

- CSC website ([csc.gov.ph](http://csc.gov.ph))
- CSC Facebook Page ([fb.com/civilservicegovph](https://fb.com/civilservicegovph))
- Hard copy of the Civil Service Reporter magazine
- PDF copy of the Civil Service Reporter magazine
- CSC eNewsletter
- Other: \_\_\_\_\_

2. Date of answering this survey: \_\_\_\_\_

3. Email address: \_\_\_\_\_

4. Age:

- 18-24
- 25-34

## FOR GOVERNMENT EMPLOYEES:

8. Years of service in the government

- 1-5
- 6-10
- 11-15
- 16-20
- 21-25
- 26-30
- 31-40
- 41 years and above

## READERSHIP

12. How do you usually get a copy of the Civil Service Reporter magazine? (tick all answers that apply)

- Hard copy (mail subscription)
- Hard copy (in a CSC office)
- Hard copy (in my organization)
- Soft copy/PDF (downloaded from CSC website)
- Soft copy/PDF (link posted on CSC's Facebook Page)
- Soft copy/PDF (downloaded from a CSC eNewsletter)
- Soft copy/PDF (link sent by a colleague)
- Other: \_\_\_\_\_

13. Which format of the CS Reporter would you read most likely?

- Hard copy
- PDF/digital copy
- Online magazine/magazine website

14. I have been reading the Civil Service Reporter for:

- Less than a year
- 1-2 years
- 3-4 years

35-44       45-54  
 55-64       65+

Region VI - Western Visayas  
 Region VII - Central Visayas  
 Region VIII - Eastern Visayas

5. Gender:

- Female
- Male
- LGBTQ+
- Prefer not to say

6. Location

- National Capital Region
- Region I - Ilocos Region
- Region II - Cagayan Valley
- Region III - Central Luzon
- Region IV A - CALABARZON
- Region IV B - MIMAROPA
- Region V - Bicol Region

7. Government employee?

- Yes
- No

9. Sector

- National Government Agency
- Local Government Unit
- State University or College

FOR NON-GOVERNMENT EMPLOYEES:

11. Which of the following best represents your sector/occupation?

- Government Owned and Controlled Corporation
- Local Water District
- Government Financial Institution
- Other: \_\_\_\_\_

10. Position classification

- Second Level
- Third Level

10. Position classification

- First Level

17. How do you dispose old copies of the CS Reporter? (choose up to two only)

- Throw in a bin
- Sell to a recycling center/junk shop
- Give old copies to friends
- Recycle or reuse
- Donate
- Other: \_\_\_\_\_

18. Which format of CS Reporter would you most likely refer/share to a colleague or friend?

- Hard copy
- PDF/digital copy
- Online magazine/magazine website

Other comments/suggestions:

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**GAWING LINGKOD BAYANI ANG BAWAT KAWANI**  
**THE CIVIL SERVICE READER**





# NEWS



(Seated, 4<sup>th</sup> from L) President Ferdinand R. Marcos Jr. leads the launch of the Philippine Multi-sectoral Nutrition Project (PMNP) on 29 March 2023 at the Manila Hotel. CSC Chairperson Karlo A. B. Nograles (seated, 1<sup>st</sup> from L) attends the event to express staunch support to the initiative.

## Nutrition project a step toward creating stronger workforce

Civil Service Commission (CSC) Chairperson Karlo Nograles expressed utmost support for the campaign to end malnutrition as the administration launched the Philippine Multi-sectoral Nutrition Project (PMNP) on 29 March 2023 at the Manila Hotel, Manila City.

"Buo ang ating suporta sa layunin ng PMNP na paigtingin ang programang pangkalusugan ng bansa tungo sa pagkakaroon ng malulusog at malalakas na mamamayan na magsisilbing

pundasyon ng isang matatag at maunlad na ekonomiya," he said.

Chairperson Nograles, who also served as the Chairperson of Task Force on Zero Hunger during his term as Cabinet Secretary, said that the four-year project is a product of a collective effort to address an urgent health concern plaguing the country – childhood stunting and wasting.

"The CSC believes that by introducing interventions in primary healthcare, child nutrition, sanitation practices, and education, the PMNP does not only support better health outcomes. It also complements our mandate to promote effective human resources management and, ultimately, paves the way toward creating an efficient and competent government workforce," added Chairperson Nograles.

According to the Department of Health (DOH), the PMNP differs from other maternal health and child nutrition interventions, in that it also recognizes the interplay of various factors – education, livelihood, social welfare, sanitation, and governance – that



In the photo are previous years' takers of the civil service examination (CSE). Passing the CSE results in the conferment of either Career Service Professional Eligibility or Career Service Subprofessional Eligibility.

## Career Service Exams set on 20 August

The Civil Service Commission (CSC) announced that the applications for the 20 August 2023 Career Service Examination-Pen and Paper Test (CSE-PPT) for Professional and Subprofessional Levels will be from 22 May to 21 June 2023.

In an official statement, CSC Chairperson Karlo Nograles said the Commission has already made extensive preparations in anticipation of a significant number of applicants who wish to become part of the country's civil service.

*"Ang CSC ay nagkasa ng 97 testing centers sa 16 na rehiyon sa buong bansa bilang paghahanda sa inaasahang dami ng mga aplikante at upang*

*gawing mas accessible ang pag-apply para sa CSE-PPT para sa mga interesadong maging bahagi ng serbisyo sibil ng bansa," he said.*

Interested applicants must meet several qualification requirements to be eligible for the application process. First, they must be Filipino citizens. Secondly, they should at least be 18 years old on the date of filing of application. Additionally, having good moral character is an essential criterion. It is likewise imperative that applicants have not been convicted by final judgment of an offense or crime involving moral turpitude, or disgraceful or immoral conduct, dishonesty, examination irregularity, drunkenness, or addiction to drugs. Furthermore, they must not have been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government.

Moreover, applicants should not have taken the same level of Career Service Examination, either through PPT or CSC Computerized Examination, within three months from the date of the exam or from 20 May to 19 August 2023.

The CSC said that individuals who meet these qualifications are welcome to apply for and take the CSE-PPT regardless of their educational attainment.

If qualified, they must submit the following requirements to the CSC offices:

- Fully accomplished application form (CS Form No. 100, revised September 2016);
- Four (4) copies of passport-sized ID pictures with handwritten name tag legibly showing signature over printed full name (read the examination announcement for the complete list of specifications);
- Original and photocopy of any of the valid ID cards accepted for the civil service exam;
- Duly accomplished Certificate of Consent/Release/Waiver relating to the Corona Virus Disease; and
- Examination fee of PHP500.

The application form is available in various CSC Regional or Field Offices, or it can be downloaded from the CSC website and printed on a legal-size bond paper. Interested applicants are advised to access CSC Examination Announcement No. 2, s. 2023 posted on the CSC website for complete and detailed information on the specifications of the ID pictures, the list of accepted ID cards, and other information such as the list of testing centers by region.

The CSC added that applicants should communicate with the CSC Regional Office or CSC Field Office where they intend to take the examination for details regarding the mode/s of filing an application and the corresponding procedures. A complete directory of CSC Regional and Field Offices

(continued on page 14)

## CSC, gov't agencies sign implementing guidelines for first-time jobseekers' law

Civil Service Commission (CSC) Chairperson Karlo Nograles joined heads of government agencies in signing the Joint Operational Guidelines (JOG) for Republic Act No. 11261 or the First Time Jobseekers Assistance Act (FTJAA) at the Kingsford Hotel Grand Ballroom in Parañaque City on 12 May 2023.

"The ceremonial signing activity is the culmination of the collective and collaborative effort of the member agencies in implementing the benefits provided by the law for fresh graduates, out-of-school-youth, and part-time students toward improving the quality of our national workforce," said Chairperson Nograles.

Under the FTJAA, which was signed into law on 10 April 2019 and became effective on 23 May 2019, no fees or charges shall be collected by concerned government agencies from any first time jobseekers (FTJ) requesting common pre-employment documents as long they meet the following criteria: (1) a Filipino citizen; (2) a first time jobseeker, regardless of age; (3) is actively looking for employment;

and (4) is a resident of the barangay issuing the barangay certification.

Among the documents jobseekers eyeing positions in the government may secure free of charge is the Certificate of Eligibility (COE), a document issued by the CSC that determines whether an applicant is qualified to apply to career service positions.

In compliance with the FTJAA, the CSC issued Resolution No. 2000363 dated 21 February 2020, which provides one (1) original and one (1) authenticated copy of COE for free to first-time job applicants who passed the Career Service Professional and Subprofessional

original barangay certification to the government agency officer and adhere to the agency's established procedures for obtaining the necessary documents to fulfill the pre-employment requirements free of charge. Finally, after obtaining employment, they are expected to report back to their barangay.

Since the enactment of the FTJAA and its Implementing Rules and Regulations were promulgated in 2019 until 31 December 2022, a total of 630,846 pre-employment documents have been issued to FTJs. The implementation of the Act has resulted in an estimated waiver of PHP83,239,810.00 in government fees.

Led by Department of Labor and Employment Secretary Bienvenido E. Lagunesma, Chairperson Nograles participated as a signatory to the JOG, together with Department of Information and Communications Technology Secretary Ivan John E. Uy, National Privacy Commission Chairman John Henry D. Naga, Technical Education and Skills Development Authority Director-General Danilo P. Cruz, and Public Employment Service Office Managers Association of the Philippines National President Luningning Y. Vergara.

Also present were member-signatories from the Department of Education, Department of Finance, Department of the Interior and Local Government, Department of Foreign Affairs, Department of Health, Commission on Higher Education, National Bureau of Investigation, Maritime Industry Authority, Philippine National Police, and Philippine Statistics Authority.

Following the ceremonial signing, Vice President Sara Z. Duterte,

(continued on page 17)

## CSC encourages honor graduates to apply for eligibility

The Civil Service Commission (CSC) is encouraging college graduates with summa cum laude, magna cum laude, or cum laude Latin honors to apply for eligibility with the Commission, which may be used in applying for government positions.

The CSC grants the Honor Graduate Eligibility (HGE) to Latin honor graduates of Private Higher Education Institutions (PHEI) in the Philippines from School Year 1972-1973 onwards with baccalaureate or bachelor's degrees recognized by the Commission on Higher Education, pursuant to Presidential Decree No. 907 issued on 11 March 1976.

The law aims for the immediate absorption of Latin honor graduates in the public service to assure their participation in public affairs and buoy up the quality of the civil service.

"Honor graduates can easily secure their civil service eligibility without undergoing the examination. The fact that they graduated with honors is considered sufficient basis to determine merit and excellence for public employment," said CSC Chairperson Karlo Nograles.

The HGE is also given to Latin honor graduates of state or local colleges

or universities with baccalaureate and bachelor's degrees included in their charters, or baccalaureate and bachelor's degrees duly approved by their Board of Trustees or Board of Regents.

Meanwhile, Latin honor graduates from a reputable foreign school, as verified by the Department of Foreign Affairs through the Philippine Foreign Service Posts, may also apply for Foreign School Honor Graduate Eligibility (FSHGE), provided that they are Filipino citizens.

The HGE and FSHGE are types of second-level qualifications that enable individuals to apply for and secure permanent positions in the government at the first and second levels. These positions do not require the practice of a specific profession and are not subject to regulations imposed by Bar, Board, or other laws.

However, other academic honors, distinctions or awards, such as Highest Academic Distinction, Dean's List with Distinction, and Honorable Mention are not covered by the grant of HGE and FSHGE.

Applications for HGE may be submitted to the CSC Regional Office or any of its Field Offices, having jurisdiction over the university or college from where an applicant has graduated. Applicants for the FSHGE, on the other hand, may submit their application to the nearest CSC Regional or Field Office where they are currently based.

The complete list of requirements and application procedures are available on the CSC website at [www.csc.gov.ph/special-eligibilities](http://www.csc.gov.ph/special-eligibilities).

In 2022, the CSC granted HGE to 15,559 individuals, and FSHGE to only three (3) individuals. R

## Career Service Exams

*... from page 12*

nationwide is also available on the CSC website for reference.

The Career Service Professional and Subprofessional examinations are general ability tests designed to measure verbal, analytical, numerical, and clerical skills. They include questions about the Philippine Constitution, government work ethics (Republic Act No. 6713), peace and human rights issues and concepts, and environment management and protection.

The CSC stressed that it neither holds any review class nor publishes and distributes any review material for the career service examinations. Furthermore, it has not accredited or currently accredits any individual, group, or review center involved in the production, publication, distribution, marketing, or sale of review materials. The CSC also does not endorse any entity offering review sessions or classes to prospective civil service examinees. Availing of any such product or service shall be one's personal option and accountability, the CSC cautions.

Passing the Career Service examinations results in the conferment of either Career Service Professional Eligibility or Career Service Subprofessional Eligibility, which is needed, together with education, experience, training, and other competency requirements, for a permanent appointment to corresponding positions in the government career service that do not involve the practice of profession and are not covered by the Bar, board, and other special laws. R



(3rd from L) CSC Chairperson Karlo A. B. Nograles joins the recitation of the Panunumpa ng Lingkod Bayan when he attended the flag-raising ceremony of the Local Water Utilities Administration on 15 May 2023.

## Nograles urges civil servants: 'Strive for excellence, don't settle for status quo'

Civil Service Commission (CSC) Chairperson Karlo Nograles reminded public servants to step up and seize every opportunity to display excellence as it translates to improved public service delivery and efficient client transactions.

Speaking in front of the Local Water Utilities Administra-

(LWUA) during the agency's flag-raising ceremony on 15 May 2023, Chairperson Nograles said that the challenge of building back better post-pandemic requires civil servants to strive for change and not to settle for the status quo.

"Excellence is what distinguishes an ordinary *kawani* (civil servant) from a *lingkod bayani* (servant hero). Ngayong nasa proseso tayo ng pagpapanumbalik ng mga nakagawian bago ang pandemya, huwag naman sanang business as usual. Ipakita natin na may mga natutunan tayo at maraming maayos na pagbabago pagdating sa kalidad at husay ng serbisyo publiko," he said.

Citing the importance of everyday excellence, Chairperson Nograles pledged to push for learning and development interventions that build the skills and upgrade the competencies of the country's 1.8 million public sector workforce to prepare them for the future better.

"This period of building back better is a challenging time indeed. But if we do not step up and strive for excellence, we will never know what more we can change, or what great things we can achieve," he added.

As the head of the central personnel agency of the government, Chairperson Nograles shared that the CSC pursues excellence by maximizing technology and digital processes in its policies, programs, systems, and operations toward faster government transactions and efficient public service as required under the provisions of the Republic Act (R.A.) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

"In the CSC, we have embarked on a digital transformation journey to ensure public service continuity. The completion of a system called the Internal Civil Service Eligibility Verification System (iCSEVS) has

*(continued on page 22)*



*Photo taken during the 2023 Field Directors' Conference held last 24-25 May at the Development Academy of the Philippines (DAP) Conference Center in Tagaytay.*



*Chairperson Karlo A. B. Nograles*



*Commissioner Aileen Lourdes A. Lizada*



*Commissioner Ryan Alvin R. Acosta*

## CSC holds nationwide conference for field directors

The Civil Service Commission (CSC) conducted a two-day program for the agency's frontline leaders during the 2023 Field Directors Conference on 24-25 May 2023 at the Development Academy of the Philippines (DAP) Conference Center in Tagaytay.

CSC Chairperson Karlo Nograles, together with Commissioners Aileen Lourdes Lizada and Ryan Alvin Acosta, led the assembly aimed to build solidarity and equip the field directors in 108 CSC Field Offices nationwide with new methods and

strategies in leadership needed to address challenges on the ground.

"As our frontliners in the field offices, your inputs and suggestions on our policies and services based on your experiences are most important for the CSC to truly become an organization that is able to deliver the services that the Filipino people deserve," said Chairperson Nograles.

He further stated that the field offices serve as more than just implementing units. They are essential partners and catalysts for meaningful change due to their direct connections to primary stakeholders unlike other units within the CSC.

As such, the CSC's Office for Strategy Management organized the event with the aim of providing valuable leadership competencies and up-to-date strategies that align with the current HR trends. The goal was to facilitate the successful implementation of the CSC Strategy Map and Scorecard for 2024-2030,

ensuring efficient and effective delivery.

Topics discussed during the first day included updates on CSC's accomplishments for the first quarter of the year and building appreciation for the ongoing CSC Strategic Planning, its status, and current developments.

Meanwhile, National Economic and Development Authority (NEDA) Director Aldwin Urbina facilitated the learning session on the Study on Flexible Working Arrangements. This was followed by a roundtable discussion with representatives from the Ateneo CORD, NOMURA Research Institute, and Philippine Airlines regarding good practices involved in work-life integration and flexible working arrangements, which CSC approved through Resolution No. 2200209 promulgated on 18 May 2022.

On the second day, all 85 participants were given updates on the Digital Transformation Roadmap and Initiatives being implemented by the Commission

and the restructuring of the Office of the Assistant Commissioners. There were also discussions on the work instructions on MS Teams and on User Experience (UX) objectives, design, process, and tools.

Commissioner Lizada highlighted that the sessions are part of the united endeavor to make the organization smart and future-ready.

"We hope we could make conferences like this as a part of our institutional strengthening mechanisms where we provide the platform to share experiences and continue to build our values for the benefit of the CSC," said Commissioner Lizada.

The two-day event also provided an opportunity for field directors to engage in discussions with the Commission regarding the implementation of human resource management policies. It also offered a platform for addressing concerns and challenges faced by the field offices in their daily operations.

## First-time jobseekers' law

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Senate Committee on Labor, Employment and Human Resources Development Chairperson Jinggoy Ejercito Estrada, Senate Majority Floor Leader Senator Joel Villanueva, and House Committee on Labor and Employment Chairperson Congressman Juan Fidel Felipe Nograles offered their congratulations for the success of the initiative. **R**

Commissioner Acosta, on his part, conveyed his gratitude to the field directors for their efforts in reporting much-needed data. He expressed hope that they would continue this important contribution to assist the agency's decision-making process in effectively addressing the aforementioned challenges and implementing data-driven policies. Ultimately, Chairperson Nograles underscored the significance of field directors in effectively guiding their offices toward the envisioned outcomes that the CSC aims to attain.

"We all hear you. We want to empower you. The empowerment and success of our field offices are crucial to realizing the CSC's customer promise of shaping future-ready civil servants and organizations. I hope that this conference leaves you with the desire for the next one and the hopes that our organization, including your respective field offices, would remain in high spirits co-creating the future realities that we all aspire to achieve," he said. **R**



## Gov't employee groups can file accreditation application, CNA registration online

**R**egistered employee organizations may now file their application for accreditation online.

This was announced by Civil Service Commission (CSC) Chairperson Karlo A. B. Nograles, who also heads the Public Sector Labor Management Council (PSLMC), an inter-agency body which attends to matters relating to government employee organizations. The Council is composed of the heads

of the CSC as chair, the Department of Labor and Employment as vice-chair, and the Budget and Management, Finance, and Justice departments as members.

Chairperson Nograles added that the Council has also allowed the online registration of collective negotiation agreements (CNA).

"Allowing electronic filing of applications for accreditation and CNA registration will fast track processes and make availment of said services more convenient to employee organizations nationwide," Chair Nograles said, pointing out that, "Facilitative processes translate to employee organizations being able to enjoy benefits and protection provided under the law."

Previously, applications or petitions for accreditation and CNA registration were filed personally, by registered mail or by courier service. Through PSLMC Resolution No. 1 dated February 2023, employee organizations can adopt electronic filing by officially communicating with

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the CSC's Human Resource Relations Office (CSC HRRO) through [hrro@csc.gov.ph](mailto:hrro@csc.gov.ph). The petition and all supporting documents, which shall be in portable document format or PDF, should be sent to HRRO.

The PSLMC Resolution also states that the electronic filing of the petition for accreditation and CNA registration shall be sufficient basis to process the applications. However, the Certificates of Accreditation and CNA Registration shall be released only upon submission of the original documents to HRRO.

Chairperson Nograles stressed that only registered employee organizations may apply for accreditation. Accreditation confers on an employee organization the right to be the sole and exclusive negotiating agent of the organizational unit they represent. On the other hand, only accredited employee organizations can register their CNAs with the CSC. As of March 2023, there are 1,371 accredited employee organizations nationwide while active registered CNAs have reached 753. Application requirements for accreditation and CNA registration are posted at [csc.gov.ph](http://csc.gov.ph). **R**

## LGUs in Bicol benefit from CSC RO V's forum on civil service matters

Three hundred (300) participants from the local government units (LGUs) in Region V attended the Forum on Civil Service Matters conducted by CSC Regional Office V (CSC RO V) on 2 March 2023 in Naga City.

The attendees were members of the Sangguniang Bayan, Panglungsod, and Panglalawigan, members of the Local Finance Committee, provincial/city/municipal administrators, and human resource management (HRM) officers of the LGUs in the six provinces of Bicol region.

The forum addressed concerns related to the creation and abolition of positions in LGUs, concurrence of appointments of department head positions, and delineation of functions between the executive and legislative in terms of human resource management and organization development (OD). It also clarified issues on LGUs' organization structure and staffing pattern (OSSP) under CSC Memorandum Circular (MC) No. 12, s. 2022.

CSC RO V Director IV Daisy P. Bragais presented the vision and mission of the Commission, sharing



CSC Regional Office V Director IV Daisy P. Bragais leads the Forum on Civil Service Matters for LGUs in Bicol Region on 2 March 2023 in Naga City.



CSC RO V Director V Bragais (2nd from L) and Attorney V Cabria-Llabres (2nd from R), DILG Director Julius Rodel L. Cal-Ortiz (rightmost), and DBM Acting Chief Rasco (leftmost) serve as panelists during the open forum and panel discussion.

that by 2030, the CSC aims to be the leader in empowering people and organizations in human resource and organization development, and in serving the public through streamlined and digitized services. She emphasized that matters relevant to human resource and development in the LGUs shall be governed by civil service law and rules unless otherwise specified in Republic Act No. 7160. She also discussed the role of the Sanggunian in HRM and OD.

Meanwhile, Ms. Joanna M. Rasco, Acting Chief of the Budget and Management Division of the Department of Budget and Management (DBM) RO V discussed the salient points of the Local Budget Circular No. 137

including the Index of Occupational Services for Local Government Units (IOS-LGU). The IOS-LGU CY 2021 Edition contains the updated list of classes, position titles, and recent changes due to various issuances and legislations. The first part contains the position titles that are applicable to municipalities, cities, and provinces while the second part covers those of the barangays.

The last session focused on the establishments of OSSP in the LGUs. Attorney V Gelene Mae L. Cabria-Llabres of CSC RO V Legal Services Division presented the recent issuances and ruling pertaining to positions in the LGU such as the Mandanas Ruling; Executive Order No. 138 or the Devolution of Basic

(continued on page 20)

## HR practitioners in Visayas gather for continuing professional education

More than 900 government human resource (HR) practitioners from the Visayas region participated in the 2023 Visayas-wide Continuing Professional Education (CPE) for HR practitioners conducted by Civil Service Commission Regional Offices (CSC ROs) VI, VII, VIII, in Iloilo City from 6 to 8 March 2023.

Themed "Empowering Organizations and People in the Digital Age", the participants learned diversified information on harnessing information and communications technologies

## LGUs in Bicol

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Services and Facilities to the LGUs; and CSC MC 12, s. 2022 or the Guidelines and Standards in the Establishment of Organizational Structures and Staffing Patterns in the LGUS. She emphasized the eight general limitations in the creation of OSSPs according to Section 325 of the Local Government code and provisions of CSC MC 12, s. 2022 on the creation of positions in the LGUs. She was able to clarify the correct position titles in the LGUs based

on the provisions of DBM LBC No. 137 and CSC MC 12, s. 2022. This further provided a clearer glimpse on what qualification standards should be used in the publication of vacant positions and issuance of appointment.

The participants also had a chance to clarify all the matters that were discussed through the open forum and panel discussion with representatives from CSC RO V, DILG, and DBM. ®

to elevate HR management and organization development (OD).

CSC Chairperson Karlo Nograles, in his video-recorded keynote speech, highlighted the importance of capacitating HR practitioners in the digital era, while Commissioner Aileen Lourdes A. Lizada gave an inspirational message to the attendees. The event was also graced by Iloilo Governor Arthur Defensor Jr. and Iloilo City Mayor Jerry P. Treñas (represented by former Iloilo City Councilor Jay Treñas).

Hosted by CSC RO VI, the different CPE sessions include (1) "Road to Digital HRM: Moving from Bronze to Silver in Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM" by Jennifer C. Timbol, Director IV of the CSC Human Resource Policies and Standards Office; (2) "Empowering People and Organizations through Evidence-based Digital HRM" by Roger Laciste, HR practitioner and consultant; (3) "Customer Management Innovations: Maintaining the Human Touch in a Digitally Connected World" by Bong Borja, Chief Operating

Officer of Alorica; and (4) "Crisis Management in the Digital Age: A Tool Toward Individual and Organizational Resilience" by Ms. Ma. Lourdes Eudela, Project Analyst of the United Nations Development Program Philippines.

Milalin Javellana, President of the Organization Development Practitioners Network - Philippines and Program Director of the Australia Awards and Alumni Engagement Project, discussed how to manage organizations and people through organizational development in the "digitally ubiquitous world". She also shared information on Australia Awards.

An "EmpHOURment" session was also held where participants learned updates and asked questions from the panel composed of CSC RO VI Director IV Nelson G. Sarmiento, CSC RO VII Director IV Carlos Evangelista, CSC RO VIII Director IV Marilyn Taldo. Other panelists were Department of the Interior and Local Government RO VI Director IV Juan Jovian E. Ingeniero and Department of Budget and Management RO VI Acting Director IV Marie Liane L. Gayomali.

The CSC Visayas cluster also conferred the PRIME-HRM Bronze Award to 18 agencies in the Visayas, namely, Department of Education in nine Schools Division Offices across the Visayas; Municipal Government of Balete, Aklan and Libertad, Antique; City Government of Bacolod, Negros Occidental; Bureau of Fire Protection Regional Office VI; Bureau of Internal Revenue Region No. 12; Bureau of Jail Management and Penology Regional Office VI and VIII; Department of Agrarian Reform Regional Office VI; and Department of Health - Central Visayas Center for Health Development. ®

CSC RO III Director IV Fernando O. Mendoza led the opening of the convention by discussing the impact of digital transformation in reshaping how organizations work and how understanding HR analytics becomes an enabling mechanism in making evidence-based decisions.

## CSC RO III convenes HR practitioners in Central Luzon

The Civil Service Commission Regional Office III (CSC RO III) organized the 2023 Regional Convention of Human Resource Management Practitioners (RCHRMP) held on 3-5 May 2023 in Olongapo City.

With the theme, "Empowering Public Sector Organizations through Upskilling Future-Ready HR Practitioners", the event highlighted recent trends in human resource management to provide HRM practitioners with the necessary tools to improve current job skills and learn advanced skills to keep up with the changes for a future-ready workforce. A total of 216 agency heads and HRM practitioners in Central Luzon participated in the event.

from manual to digital to cope with the current technological trends and demands. In his topic "Understanding Data Analytics in HR Management", Dr. Eugene Rex L. Jalao, Professor V from the University of the Philippines Diliman shared that understanding HR data plays a crucial role in providing timely, accurate, high-value, and actionable decisions.

In another session, CSC Office for Financial and Assets Management Acting Director IV Maria Victoria M. Salazar provided pointers about financial planning, saving, budgeting, debt management, and investments, as well as avoiding financial fraud and scams.

Dr. Roberto Bolivar Capistrano, in his discussion on the importance of mental health and wellness in the workplace, expressed the need to protect and promote mental health by creating an enabling environment for change to increase awareness and wellness at work.

During the last day of the convention, Ms. Milalin Javellana, Program Director of Australia Awards Philippines discussed the concept of Gender Equality, Disability, and Social Inclusion and the importance of inclusivity and diversity in the workplace. ®



CSC Regional Office III conducts the 2023 Regional Convention of Human Resource Management Practitioners (RCHRMP) on 3-5 May 2023 in Olongapo City.



CSC RO XII receives the drug-free workplace certification from the Regional Peace and Order Council XII.

## CSC RO XII receives drug-free workplace seal certification

Civil Service Commission Regional Office XII (CSC RO XII) was awarded the drug-free workplace seal certification by the Regional Peace and Order Council (RPOC) XII in Koronadal City in March 2023.

The Drug-free Workplace Seal Certification Program is implemented by the Regional Peace and Order Council XII through Resolution No. 2022-07 entitled "A Resolution Approving the Implementation of the Drug-Free Workplace Seal Certification Program in the Local Government Units and National Government Agencies of SOCCSKSARGEN. The Council employed a participatory

assessment team composed of partner agencies, namely CSC RO XII, PNPPRO XII, DOH-CHD XII, NAPOLCOM XII, PDEA XII, with DILG XII as its Chair.

After expressing its intention to participate in the certification program, CSC RO XII created a six-member Drug-free Workplace Committee led by Senior HR Specialist Rizza Algabe-Necesito.

The committee complied with the modes of verification for the 11 indicators used for the assessment and uploaded it in the DILG XII's website in January 2023. After a month, CSC RO XII was visited and assessed by the Regional Assessment Team (RAT) composed of DILG, PDEA, NAPOLCOM, PNP, and DOH. A validation interview with the committee members was also conducted.

In March 2023, RAT convened for the calibration of the result of rating for the 13 participating agencies and local government units. Having complied with all the requirements for a drug-free workplace, CSC RO XII passed and got a rating of 91 and was conferred the certification and seal. **R**

## Nograles urges civil servants

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made it easier to request for Certification of Eligibility (COE) and its authenticated copies. *Kung noon, limitado ang pagkuha ng COE sa CSC Regional Office kung saan ka kumuha ng exam, ngayon maaari nang kunin ang iyong COE sa anumang labing-anim na Regional Office ng CSC regardless kung saan ka kumuha ng pagsusulit,*" he shared.

He then encouraged the leadership of LWUA to champion digital transformation starting with the agency's own services, noting that R.A No. 11032 requires a whole-of-government process review to re-engineer and streamline, followed by digitizing and digitalizing through technology-based processes and applications.

To end his address, Chairperson Nograles reiterated his commitment to making the Philippine Civil Service the leader in empowering people and organizations in human resource and organizational development and prioritizing programs on human capital development toward a resilient, future-ready bureaucracy that remains responsive to the needs of the Filipino people.

*"But I acknowledge that my vision cannot be accomplished by me alone. I appeal for your full support in the CSC's initiatives to capacitate our public service workforce and prepare them for the demands of digitization and digitalization. Mabuhay kayo, ang mga lingkod bayan, at ang serbisyo publiko,"* he said. **R**

# Special Eligibilities: What are these and who are qualified?

# Citizen's Guide

*Can I only obtain a civil service eligibility if I pass the Civil Service Examination?*



This is one of the common questions people who plan to enter the government service ask. Fortunately, the Civil Service Examination (CSE) is just one of the ways to acquire a civil service eligibility. Aside from this, there are 11 special eligibilities granted by the Civil Service Commission (CSC) under special laws and CSC issuances which do not require taking the said test.

The basic qualifications for the grant of special eligibilities are the following: (1) citizen of the Republic of the Philippines; (2) at least 18 years of age at the time of application; (3) has not been found guilty of crime involving moral turpitude or of infamous, disgraceful or immoral conduct, dishonesty, drunkenness, or addiction to drugs; (4) has not been previously found guilty of offenses relative to, or in connection with the conduct of a civil service examination; and (5) has not been dismissed from the service for cause.

To apply, general and specific documentary requirements are needed to be submitted to the concerned CSC Regional or Field Office (CSC RO/FO) or agency concerned. General requirements include accomplished application form, three pieces of ID picture, valid ID card, original and photocopy of birth certificate issued by the Philippine Statistics Authority, and Certification of No Pending Case/Non-Conviction of Any Offense.

Now, let's take a look at the qualifications and filing procedures for each type of special eligibility:

## **BAR/BOARD ELIGIBILITY**

This type of eligibility is automatically granted to passers of bar examination conducted by the Supreme Court and of licensure board examinations administered by the Professional Regulation Commission. Under Republic Act No. 1080, the Bar and Board examinations were declared as civil service examinations; thus license from both examinations are enough proof of civil service eligibility. There is no need to apply for a Certificate of Eligibility (COE) anymore as your PRC license or lawyer ID serves as your COE.



### **Appropriateness of Eligibility:**

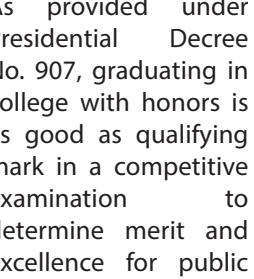
- ✓ This eligibility is required for positions that require practice of profession
- ✓ If Bar/Board examinations require completion of a bachelor's degree or less than four (4) years of college studies, this eligibility is appropriate to positions for which the examinations were given, and/or those that require other special eligibilities as may be determined by the CSC, or those that require licenses such as those positions listed under Category IV of CSC MC No. 11, s. 1996, as amended.
- ✓ If bachelor's degree is required, grantees may also apply to other first and second level positions not covered by Bar/Board/special laws,
- ✓ If less than four (4) years of college studies is required, this type of eligibility is only appropriate for other first level positions not covered by other Board/special laws.

## **HONOR GRADUATE ELIGIBILITY (HGE)**

As provided under Presidential Decree No. 907, graduating in college with honors is as good as qualifying mark in a competitive examination to determine merit and excellence for public employment. It shows that a person is fit to hold a position in the public service and competent to discharge its duties and responsibilities.

Specifically, the grant of HGE is given to an individual who graduated summa cum laude, magna cum laude, or cum laude, in their baccalaureate degree, regardless of the number of years of completion; either from a private higher education institution in the Philippines or from a state/local college or university. Unlike the Bar/Board Eligibility, the grant of HGE should be applied for.

**How to Apply:** Important documentary requirements include the Transcript of Records and certification from the university/college that the applicant graduated summa cum laude, magna cum laude, or cum laude and should be duly signed by the current university/college registrar or authorized official and bearing the university/college seal. These and other requirements must be submitted to the CSC Regional Office (CSC RO), or any of its Field Offices (FO), having jurisdiction over the university/college from where an applicant has graduated.



## **FOREIGN SCHOOL HONOR GRADUATE ELIGIBILITY (FSHGE)**

A Filipino citizen who graduated with honors from a foreign school is granted the FSHGE. He/she should be a graduate of a reputable foreign school as verified by the Department of Foreign Affairs, through the Philippine Foreign Service Posts.



**How to Apply:** Same with the grant of HGE, an applicant should submit his/her Transcript of Records and a certification of honor received and baccalaureate degree earned, duly authenticated by the Philippine Foreign Service Post to nearest CSC RO/FO where they are currently based.

### **Appropriateness of Eligibility (For both HGE and FSHGE):**

- ✓ First and second level positions in the government that do not involve practice of profession and are not covered by Bar/Board/ other special laws.

## **Scientific and Technological Specialist Eligibility**



## **SCIENTIFIC AND TECHNOLOGICAL SPECIALIST ELIGIBILITY (STSE)**

An individual who earned a Bachelor's degree in Natural Sciences, Engineering Sciences, Mathematics and Information and Communication Technology, Environmental Science, or Food Science may apply for the STSE, provided that he/she also meets any of the additional requirements: (1) with at least three years of continuous experience in research and/or teaching in the pertinent field or (2) has earned a master's or doctorate degree in any of the fields of study mentioned from a school recognized by the Commission on Higher Education (CHED).



### **Appropriateness of Eligibility:**

- ✓ First and second level positions in the government that do not involve practice of profession and are not covered by Bar/Board/ other special laws.

Example of fields of study under natural sciences are astronomy, biological sciences, geology, meteorology, and physics. Under engineering sciences, examples are manufacturing, materials, and industrial engineering. For mathematics and information and communication technology, the different courses include applied math and computer sciences.

**How to Apply:** An applicant should submit all documentary requirements to the Department of Science and Technology (DOST) for evaluation. If approved, the application will be endorsed to the CSC for processing and issuance of the COE. Scan the QR code for the list of documentary requirements and filing procedures.



## **ELECTRONIC DATA PROCESSING SPECIALIST ELIGIBILITY (EDPSE)**



Electronic Data Processing Specialist Eligibility

This eligibility is conferred on an individual who passed the proficiency test or training course conducted by the Department of Information and Communications Technology (DICT) on the following computer courses: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net.

**How to Apply:** Filing should be made within three years from the date of issuance of Certificate of Proficiency by

the DICT. Passers for the training course should submit an original and certified copy of the Certificate of Proficiency by DICT, as well as the certificate of completion and grade slip. Meanwhile, for proficiency test passers, the needed documents are an original and certified copy of the Certificate of Proficiency and original and photocopy of the notification slip issued by DICT.



## **SKILLS ELIGIBILITY (CATEGORY II)**



Skills Eligibility is granted to various skilled workers whose qualifications are not measurable by written tests such as plant electrician, automotive mechanic, heavy equipment operator, laboratory technician, shrine curator, carpenter, draftsman, plumber, and others. A skilled worker should obtain one year of very satisfactory actual work performance under temporary status of appointment.

**How to Apply:** An applicant should submit the following: Original and photocopy of appointment paper, with indicated "Temporary" status; certification from agency

head/highest HRMO that the appointee obtained at least Very Satisfactory rating for the two rating periods during the one-year temporary appointment; statement of actual duties and responsibilities; and authenticated copy of the applicant's performance rating form. All requirements should be submitted to the CSC RO/FO having jurisdiction over the agency where an applicant has completed one year of very satisfactory actual work performance under temporary status of appointment or to the Technical Education and Skills Development Authority Office where an applicant took a skill test.

### **Appropriateness of Eligibility:**

- ✓ The skills eligibility shall be appropriate for specific categories of positions corresponding to a skill eligibility, as listed under CSC MC No. 11, s. 1996, as amended.

There are also special eligibilities granted to the different workers in the local government such as the Barangay Official Eligibility under Republic Act (RA) No. 7160, Barangay Health Worker Eligibility (RA 7883), Barangay Nutrition Scholar Eligibility (PD 1569), and Sanggunian Member Eligibility (RA 10156).

## BARANGAY OFFICIAL ELIGIBILITY (BOE)

Elective and appointive barangay officials who completed their term of office shall be eligible to the grant of BOE. Said elective officials are *Punong Barangay/Barangay Captain*, regular *Sangguniang Barangay Members*, and *Sangguniang Kabataan Chairperson*; while appointive officials are *Barangay Treasurers*, and *Barangay Secretaries* who were appointed by the duly elected *Punong Barangay*.



### Appropriateness of Eligibility:

- ✓ First level positions in the career service, except for positions covered by Board laws and/or those that require other special eligibilities as determined by the Commission, or those that require licenses such as those positions listed under Category IV of CSC MC No. 11, s. 1996, as amended.

**How to Apply:** Only those barangay officials who have completed their term of office on or after 1 August 2012 will be allowed to apply for BOE. All requirements must be submitted to the CSC RO/FO having jurisdiction over the barangay where an applicant has rendered services. Scan the QR code for the list of documentary requirements and filing procedures.



## BARANGAY HEALTH WORKER ELIGIBILITY (BHWE)

This eligibility is granted to Local Health Board-accredited barangay health worker (BHW) who has completed at least two (2) years of college education leading to a college degree and has voluntarily rendered at least five (5) years of continuous active and satisfactory service as an accredited BHW to the community. BHW who had been hired by agency under Job Order status and/or Contract of Service may still avail of/qualify for the grant of BHWE.



### How to Apply:

Applicant-BHW should submit all requirements to the CSC RO/FO having jurisdiction over the barangay where an applicant has rendered services. Scan the QR code for the list of documentary requirements and filing procedures.



### Appropriateness of Eligibility:

First level positions in government except for the following positions:

- ✓ Positions under Category I of CSC MC No. 11, s. 1996 and CSC MC No. 3, s. 2008, which require passing the TESDA trade tests;
- ✓ Positions under Category IV of CSC MC No. 11, s. 1996, as amended by CSC Resolution No. 974554, which require licenses issued by competent authority;
- ✓ Stenographer positions; and
- ✓ Positions which require passing Board examinations or those which are governed by special laws

## BARANGAY NUTRITION SCHOLAR ELIGIBILITY (BNSE)

BNSE is granted to barangay-based volunteer workers with at least two (2) years of continuous and satisfactory nutrition services and other related activities, such as community health, backyard food production, environmental sanitation, culture, mental feeding, and family planning to the barangay. Those hired under Job Order status and/or Contract of Service may also avail of/qualify for the grant of BNSE.



**How to Apply:** All documentary requirements should be submitted to the CSC RO/FO having jurisdiction over the barangay where an applicant has rendered services. Scan the QR code for the list of documentary requirements and filing procedures.



### Appropriateness of Eligibility:

- ✓ First level eligibility
- ✓ May be considered for appointment to positions which do not require written examination, provided the appointee meets the education, training, experience, and other requirements of the position.

## Sanggunian Member Eligibility (SME)

### Sanggunian Member First Level Eligibility



### Sanggunian Member Second Level Eligibility



## SANGGUNIAN MEMBER ELIGIBILITY (SME)

Sanggunian Members such as vice mayor, vice governor, regular Sanggunian Members of the *Sangguniang Bayan*, *Sangguniang Panlungsod*, and *Sangguniang Panlalawigan* are conferred with the SME.

To be granted the Sanggunian Member First Level Eligibility, an individual should have served as Sanggunian Member for an aggregate period of six (6) years and completed at least 72 units leading to a bachelor's degree. For Sanggunian Member Second Level Eligibility, he/she should have served for an aggregate period of nine (9) years and completed a bachelor's degree. The applicant's name should also be included in the corresponding Master List issued by the concerned



### Appropriateness of Eligibility

Second and first level positions in the career service, except those which require qualifications in skills or trade test and/or requiring passing the Board or Bar examinations, or requiring eligibilities provided under special laws, and shall be applicable, as follows:

- ✓ The Sanggunian Member First Level Eligibility shall be applicable for entrance and promotion to first level career service positions only; and
- ✓ The Sanggunian Member Second Level Eligibility shall be applicable for entrance and promotion to first level and second level career service positions.

of service. All documentary requirements must be submitted to the CSC RO/FO having jurisdiction over the province, city, or municipality where an applicant has rendered his/her last term or years of service. Scan the QR code for the list of documentary requirements and filing procedures.

DILG Office.

### How to Apply:

Sanggunian Members who would like to apply for the grant of SME should file their application within two (2) years upon meeting the required number of years



## VETERAN PREFERENCE RATING ELIGIBILITY (VPRE)

### Veteran Preference Rating Eligibility



This type of special eligibility is conferred on a veteran, the veteran's spouse, or any one of the veteran's children. With the VPRE, ten (10) points are added to the failed examination rating (which is not lower than 70) of the eligible. Said examinations are the Career Service Examination for Professional and Subprofessional Levels, Fire Officer, and Penology Officer Examination.



**How to Apply:** All documentary requirements must be submitted to the CSC RO/FO concerned. Scan the QR code for the list of documentary requirements and filing procedures.

### Appropriateness of Eligibility

- ✓ The appropriateness of the VPRE depends on the kind/level of examination to which the VPR is applied.

For the complete information on all special eligibilities, visit the CSC's website at <https://www.csc.gov.ph/special-eligibilities>.

# RIDING THE WAVE

## of the Digital Age with DX

Unless you were living under a rock, you already know that we are in the Digital Age, also called the Information Age. It is the historical period – with several sources saying that it started in the 1970s – characterized by a rapid shift from the traditional industries of mass production, to an economy centered on information technology.

The world saw tremendous changes in the way processes and people are being managed. The Industrial Revolution introduced concepts such as assembly line, division of labor, specialization of function, and the 9-to-5 workday, which would now seem a bit too rigid; back then, this management model was seen as necessary for factories to achieve the greatest efficiency and maximum output. In the Digital Age, at least for organizations that have already transitioned from tradition, the concept of work has become more flexible and is no longer defined by a certain place and time. Bureaucracies have been flattened as position titles do not mean as much as what you bring to the company. In stark contrast to the assembly line, chaos seems to be welcome in the Digital Age as new ideas and resources are being generated using hackathons and crowdsourcing.



Henry Ford introduced the assembly line in 1913 to make the car assembly process more efficient.

Photo credit: Wikimedia Commons/public domain

The changes in the last five decades have been drastic and quick, leading organizations to continuously adapt, learn and unlearn, and transform. *Digital transformation*, or DX, became a buzzword and has meant different things to different people.

But what really is digital transformation? Why is it important? And what makes a successful digital transformation?



Employees' learning and development is an integral part of digital transformation.  
Photo credit: Vecteezy.com

### What is Digital Transformation (And What It Isn't)

While there is no single, universally accepted definition of digital transformation, many sources agree that it is a process of leveraging digital technologies to do business more effectively. But there is more to it than just moving from manual or analog to digital tools. It also involves holistic changes that encompass culture, leadership, and strategy.

Unlike other types of transformation initiatives wherein there is a clear and defined “transformed state”, DX is a long-term process. In the Forbes.com article, *The 5 Biggest Misconceptions About Digital Transformation*<sup>i</sup> written by Bernard Marr, he says, “Digital transformation... isn't a journey that an organization embarks on in the belief that when it is complete, it will be ‘transformed’ and ready to reap the rewards. Instead, it's an ongoing strategic system of behavior that involves constantly examining opportunities and adapting to them as they occur. Driving successful digital transformation requires adopting an agile mindset and a continuing willingness to embrace change. It's a long-term investment and business model, not a one-time project.”

This is true especially if we consider the fact that digital technologies are also constantly evolving. Thus, it is expected that organizations pursuing digital transformation will also be in a continuous state of adapting and adjusting to new tools and work models.

In the same article, Marr says that DX is also not about jumping on every new technological trend. “When

deciding what technology to implement, it's important to never lose sight of your business strategy and core business aims. Evaluate new technologies and trends on the basis of how they help you achieve your objectives rather than looking for ways to make them work for you just because they are the subjects that are being hyped right now,” he writes.

DX is also not about replacing humans with technology. Artificial intelligence (AI) and automation will certainly lead to shifting job roles and render some workers unemployed. But experts are not too quick to presume the doom of the human workforce. Scott Likens of global professional services firm, PricewaterhouseCoopers (PwC), offers this advice: “However, with the right set of skills, individuals are often able to progress alongside these advancements... Education and training [are] key for employees to learn about AI and what it can do for their particular role as well as help them develop new skills. Instead of shying away from AI, employees should plan to embrace and educate.”<sup>ii</sup>

### What We Need to Succeed

Now that we understand digital transformation a little bit better, what then makes a successful digital transformation? Here are some ideas:

1. **Alignment.** The organization's shared vision, goals, and objectives should be the anchor and driver of the transformation. Think about the outcomes you want to achieve or the problems you are trying to solve.

<sup>i</sup>Marr, B. 13 June 2023. The 5 Biggest Misconceptions About Digital Transformation. Accessed on 15 June 2023 at <https://www.forbes.com/sites/bernardmarr/2023/06/13/the-5-biggest-misconceptions-about-digital-transformation/?sh=2eef0816fa55>

<sup>ii</sup>Cox J. 19 April 2023. AI anxiety: The workers who fear losing their jobs to artificial intelligence. Accessed on 15 June 2023 at <https://www.bbc.com/worklife/article/20230418-ai-anxiety-artificial-intelligence-replace-jobs>

Screenshot of the CSC's Online Registration, Appointment, and Scheduling System, which was rolled out to ensure convenience of clients needing to transact onsite.

DX should be able to add real value to clients and stakeholders, and not merely be a vanity project meant to impress.

**2. Strategy.** DX should be guided by a clear strategy or road map that defines the objectives, solutions, resources, and reasonable time needed to implement change, clear metrics for measuring success, as well as the risk factors that need to be considered and managed. It should be data-driven and based on a thorough understanding of your clients' expectations and needs.

**3. People.** Employees must have the right digital mindset and skillset to enable the transformation. To do this, organizations need to consider how to attract and retain the right talent who can propel the transformation, manage process and cultural change, develop and retrain employees, and have a strong leadership that will champion the initiative and rally the workforce.

**4. Client/Customer.** Don't forget to take along your clients on the transformation journey. In developing new ways of doing business, organizations must ensure that the new systems or processes that will be introduced will be reliable, accessible, easy to use, and affordable for the target clients. Otherwise, excitement over these changes will eventually turn to resistance.

**5. Technology.** It is important to choose the right tools that will deliver the desired results, and to make sure that current and new systems are properly integrated to achieve a seamless IT environment. However, digitalization doesn't mean transformation. DX implies a holistic change wherein employees are able to innovate and know how to leverage the technology to improve their work.

## DX in the CSC

The Civil Service Commission (CSC) is currently on its own digital transformation journey in support of *Ambisyon Natin 2040*, the country's 25-year plan toward achieving a stable, comfortable, and secure life for Filipinos. As the central human resource institution of the Philippine government, the CSC is faced with the mammoth task of transforming a 123-year-old bureaucracy into an agile, smart, and future-ready workforce, ready to serve the ever-growing needs of the Filipino people. With the civil service having a limited number of regular personnel, currently pegged at 1.8 million, the CSC needs to find ways to increase its own capability as an institution, as well as that of the entire bureaucracy. Thus, the imperative to embrace innovation, technology, and change.

In one of his speeches, Chairperson Karlo Nograles talked about CSC's DX, saying, "We've embarked on a digital transformation journey to ensure public service continuity via the institutionalization of digital workplaces, failsafe digital protocols, and digitalization of processes and services. We are leveraging new and existing technology to drive significant change and deliver greater value to our clients and stakeholders."

Based on the results of its internal Digital Maturity Assessment and Organizational Needs Assessment, the CSC mapped out an EPIC Plan for upskilling and reskilling its workforce:

- Educate leadership.** Putting priority on leadership programs that help decision-makers understand and appreciate digital tools and their impact on increasing organizational effectiveness and efficiency is a key strategy to ensure sustainability of digital transformation efforts.

- Promote connectivity and engagement.** Multiple learning modes to include traditional onsite training, webinars, micro-learning, and e-learning help keep our diverse workforce connected and engaged. Open knowledge system among Learning Institutes and Centers across the country creates multiplier effect and helps maximize resources.

- Improve digital competency.** Inclusion of foundational courses on digital competency in onboarding program and supplemental courses across the levels in the organization to ensure workforce are kept up to date with the latest trends and developments on digital applications and tools.

- Create technology-enabled platform** to empower civil servants to handle HR-related transactions by themselves, thus allowing HR to focus on more strategic endeavors.

Relatedly, CSC is embarking on the Smart Workplace Initiative, which will employ and deploy technology to help its employees work more efficiently by automating tedious tasks, managing workflows, and connecting systems and software applications to create a seamless workplace experience.

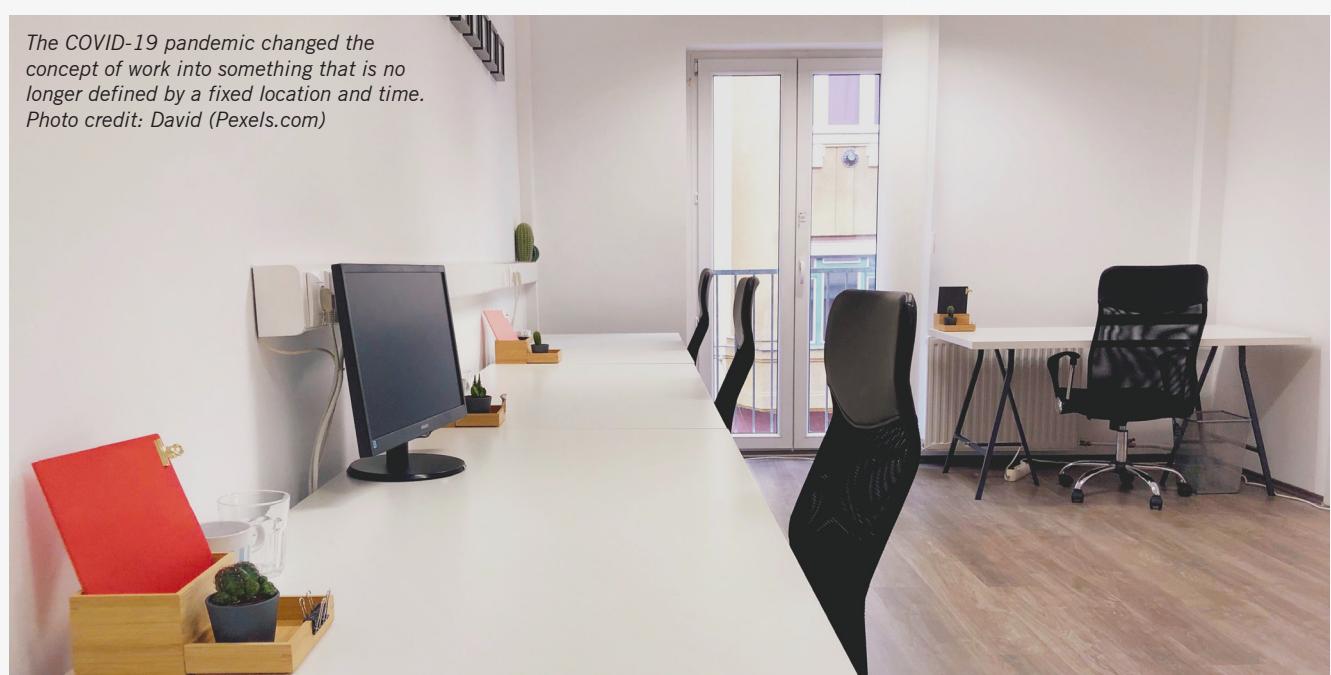
Among others, it has already implemented the following projects:

- Moving from having an Information Technology Division to creating an Information and

Communications Technology Office (ICTO) an entire office that will cater to all the ongoing and upcoming IT programs of the Commission;

- Creation of a Knowledge Management Portal as a single source of truth where eServices for CSC employees are available;
- Adoption of the Customer Feedback and Satisfaction Survey, a web-based, standard feedback tool across CSC offices nationwide that enables monitoring of real-time feedback and data generation;
- Development and implementation of the Online Registration, Appointment, and Scheduling System for efficient scheduling of face-to-face transaction by appointment; and
- Development and implementation of the Online Verification of Eligibility System, which allows faster and more efficient verification of eligibility data of individuals seeking government employment.

The ongoing progress of CSC's DX is essential for it to be able to rally civil servants toward becoming a digital, agile, and future-ready workforce. It still has a long way to go, but at this stage of the journey, the CSC is sincerely committed to learning from the lessons of past experiences and moving forward toward its goal. ♦



The COVID-19 pandemic changed the concept of work into something that is no longer defined by a fixed location and time.  
Photo credit: David (Pexels.com)



# COMPASSION IN ACTION

*Transforming lives and communities through service and dedication*

**I**t is the end of the school season. Moving-up and graduation ceremonies are being conducted left and right to recognize the efforts of elementary and secondary students in completing their basic education.

But this is also the season to salute our teachers. They who spent countless hours developing lesson plans, building relationships with children and their parents, and coming up with strategies to encourage creativity and critical thinking in the learning space – whether it be in-person, online, or both.

In the Philippines, students in cities typically spend around six hours a day in school, while those in the provinces spend roughly ten hours a day; thus, it is important to recognize the influence of the teaching profession and the role of teachers in molding upright and productive citizens generation after generation. There are many clichés on teaching; however, one of the best quotes came from the venerable Albert Einstein who said, "*It is the supreme art of the teacher to awaken joy in creative expression and knowledge.*"

Teachers lead the recipients of the 2022 Search for Outstanding Government Workers. They are educators determined to create an engaging, interactive, and supportive learning environment despite challenges of mobile education in far-flung communities. Some of them have braved steep and narrow mountain trails, neck-deep rivers, and the danger of being caught in the crossfire of conflict; they also use their personal resources to bring education to their underprivileged students.



**Ju-Im Tefora Jimlan**

Head Teacher I  
Department of Education  
Tamalagon Integrated School  
Tangalan, Aklan

## GOING BEYOND THE FOUR WALLS OF THE CLASSROOM

With children dedicating almost a third of their day to their education, it is essential that they have access to quality educators who can guide and prepare them for the opportunities and challenges ahead. This also prepares them in their role as nation builders.

Among the most common qualities of a teacher include good communication skills, patience, and adaptability. Others strive to show passion, leadership skills, and ensure engaging classroom presence. But for some teachers, to prove that they deserve their hard-earned title is to give their best as a civil servant.

One individual who exemplifies the qualities of an exceptional teacher is Head Teacher I Ju-Im Tefora Jimlan from Tamalagon Integrated School in Tangalan, Aklan. Despite facing personal challenges during his upbringing, including being displaced during a forced evacuation in Marawi City, Jimlan's passion for education remained unyielding. In fact, this experience only reinforced his belief in the transformative power of education as a means to overcome obstacles and combat poverty.

**I** always believe that each learner is a microcosm of greatness. My noble responsibility is to let each learner realize their dream and achieve his/her greatest potential.

Asked what inspires him to strive to exemplify excellence in teaching, he answered, "I always believe that each learner is a microcosm of greatness. My noble responsibility is to let each learner realize their dream and achieve his/her greatest potential."

Driven by a strong sense of service, particularly towards underserved and marginalized communities, Teacher Jimlan initiated the *Bisita at Kamustahan* Project. This innovative program involved visiting students and families residing in far-flung barangays and were at risk of dropping out. He made sure to visit students and their families who live in geographically challenged locations to encourage them to continue schooling. His efforts to show that students and parents matter resulted in lower dropout rates in the school.

Embracing the mindset of "*para sa bata, para sa bayan*" (for the children, for the nation), Jimlan recognized that today's students are the future guardians of our environment. Consequently, he integrated environmental awareness and climate change mitigation into his teaching plan. His teaching approach, *Tuklas-Aral*, incorporated experiential learning and focused on cultivating eco-centered thinking, eco-focused feelings, and eco-motivated actions. Over a span of 16 years, he actively engaged his students in various activities such as coral planting, tree planting, mangrove planting, coastal cleanup initiatives, and investigatory projects, instilling a deep sense of environmental responsibility.

However, Teacher Jimlan's commitment to merging environmental conservation and education extended beyond the classroom.

"In our region, I was dubbed as "Western Visayas Champion Educator of Environmental Education. I had genuine dedication to upholding the values of caring for our environment and mitigating climate change," he shared.

He authored instructional materials such as 'Sciencetoons', which utilize cartoon illustrations to teach scientific concepts effectively. His goal of championing students' interests and protecting the environment also drove him to write the 'Earthan: Guardians of Nature' – a three-part comic book that shares the life and challenges of a human being who is trying to save the environment from further destruction.

The book, which converges culture, social studies, values, and creative arts to explain climate change and highlight the importance of ecosystem, was recognized by the former Secretary of the Climate Change Commission Emmanuel M. De Guzman, former Secretary of Education Leonor Magtolis Briones, and former President Rodrigo Roa Duterte as a helpful learning material on environment protection in 2019.

When the pandemic struck the country in 2020 and necessitated nationwide lockdowns, Teacher Jimlan developed the "Modyul Mo: Hatod Ko" program. In collaboration with the Department of Education (DepEd), the Local Government Unit of Tangalan, and the Tangalan Association of Tricycle Operators and Drivers (TATODA), this initiative employed tricycle drivers to deliver learning modules to students. With a two-fold purpose of ensuring continued learning for students in the safety of their homes and providing livelihood opportunities for TATODA members, this program benefited 15 schools, 5,700 students, 1,587 public school teachers, and 176 tricycle drivers, who earned 10 pesos per delivered student service.

"I always believe that a government employee with a good work ethic can consistently produce high-quality work that helps move the organization forward," said Jimlan. Consequently, he has not only received numerous awards for his exceptional service but has also earned the admiration and trust of his students, colleagues, and the community at large.



**Rizalina Ramos Nacpil**

Teacher III  
Department of Education  
San Manuel Elementary School  
Tarlac City Schools Division  
Tarlac City

Another inspiring teacher who has dedicated herself to changing the lives of her students is Teacher III Rizalina Nacpil from San Manuel Elementary School of the Department of Education Division of Tarlac City. Like Teacher Jimlan, Nacpil understands the profound impact that education can have on a child's future, but she also recognizes the immediate and pressing challenges that many students face today.

**“Teaching is not just a profession, it is a calling at kaylangan ko itong gampanan nang higit sa kaya kong gawin kasi this is my calling.”**

Nacpil firmly believes that hunger greatly hinders a child's ability to learn effectively and diminishes their morale and self-esteem. This realization became evident during her assignment as a teacher at Burgos Elementary School, located in a remote and mountainous area of San Jose, Tarlac. There, she encountered students who attended classes without basic needs such as money, footwear, school supplies, and even food. Their dire situation and lack of resources to submit school projects discourage learners from attending school, eventually forcing them to drop out.

"Ang mga bata, they (are) too vulnerable. Public school caters children from all walks of life. *Ito yung totoong buhay, totoong laban,*" she shared.

Knowing that health, environment, and resources have impacts on the students' ability to focus and excel in class, Teacher Nacpil made efforts to feed their empty stomachs first before addressing their empty minds. Without hesitation, she selflessly used her own funds to provide clothing, uniforms, food, and school supplies to these young learners, ensuring that their immediate needs were met.

"*Dito nag sink in sa akin* that teaching is not just a profession, it is a calling at kaylangan ko itong gampanan nang higit sa kaya kong gawin kasi this is my calling," recalled Nacpil.

Although the DepEd in Tarlac City conducted feeding programs to address students' nutritional needs, they faced challenges due to the lack of a permanent, fully equipped kitchen and proper greenhouse or garden facilities in schools. When Nacpil was approached by the Rise and Rebuild International Foundation (RRIF), an organization involved in manufacturing bricks for nutrition centers and sponsoring feeding programs, she eagerly seized the opportunity to serve her students once again. As a coordinator, she acts as the liaison between the organization and DepEd. Her role involves identifying schools with undernourished and severely malnourished children who would benefit from nutrition centers and greenhouse gardens.

From 2019 to 2022, Nacpil's proactive and voluntary efforts in evaluating school qualifications and locating suitable areas for greenhouse gardens resulted in the construction of seven nutrition centers with feeding programs across the city. Each school caters 30-50 undernourished learners from Kindergarten to Grade 6. Her dedication soon had a ripple effect throughout the community as the establishment of local greenhouse gardens in schools not only improved the physical, mental, and social well-being of the students, enabling their active participation in school activities, but also provided parents with a share of the harvested vegetables. Additionally, principals and teachers were relieved of the

burden of funding the feeding programs out of their own pockets.

When asked what she considers as her greatest achievement, Nacpil shared, "Sa palagay ko po it is more of the intention to serve, to help and to do your best sa profession *nang walang hinihintay na kapalit*, monetary man or promotion, at kung gaano ka nakaka-inspire na maka-encourage ng mga iba para mag-share din what they have sa iba."



**Ailene Batulan Añonuevo**

Chief Education Supervisor  
Department of Education  
Schools Division of Panabo City  
Davao del Norte

## EDUCATION AS THE EQUALIZER

Quality education for indigenous peoples (IP) is what Dr. Ailene B. Añonuevo aims for, being a Chief Education Supervisor from the Department of Education, Schools Division of Panabo City in Davao del Norte. It is her passion to enable the marginalized and underserved sectors to exercise their fundamental right to education. Añonuevo

believes that quality education should be accessible, relevant, liberating, adaptable, and acceptable.

After learning the challenges that IP learners had to face just to go to school, Añonuevo conducted a research entitled "The Unspoken Learning Landscape of an IP Student: A Process Documentation and Analysis" to further assess the situation of IP students. Her research revealed the alarming dropout rate of indigenous or *Lumad* learners enrolled in Roxas Elementary School and Sinadaton National High School. It showed that the children could not go to school because they have to walk a total of 30 kilometers back and forth as they live in a far flung area in Paquibato District. Financial constraints was also another reason for their absenteeism.

To address the problem, she proposed a housing project called *Balay Paglaum Para sa Estudyanteng Lumad* (House of Hope) to the Department of Education, Local Government Unit (LGU) of Panabo City, and private entities. Her proposal was rejected several times; however, with her persistence and perseverance in lobbying the housing project, the Panabo City Government finally granted approximately PHP2.5 million for the construction of *Balay Paglaum*. It serves as a boarding house-like facility located near the schools that provides temporary shelter to Grade 7 to 12 IP learners. The project was a tripartite partnership among the DepEd, the Panabo City Government, and the Ata-Manobo tribe.

With the overwhelming support from different stakeholders locally and abroad, the facility is able to provide not only accommodation but also food, beddings, dental and personal hygiene materials, slippers, medicines, and clothing. It also employs a security guard and a caretaker who help ensure the children's safety and security. Some stakeholders also provided tutorial services and have given college scholarship grants.

The facility began with 38 learner-beneficiaries in Grades 7 to 12 in 2018 and grew to 57 in 2021. "The *Balay Paglaum* operates as a center for literacy and numeracy that creates lifelong learners. We currently have five (5) *Balay Paglaum* graduates making their way through the

process of getting a degree," Ma'am Ailene said. As a result, the facility achieved zero non-reader and zero dropout records, and a number of its indigenous learner-beneficiaries have already finished secondary education. The beneficiaries also accounted that *Balay Paglaum* provided not just a shelter but everything they need to graduate.

"The City Council of Panabo has conducted the first Committee Hearing on the Crafting of the City Ordinance for the Institutionalization of the *Balay Paglaum* support. I am happy and contented that the *Balay Paglaum* can already stand alone and the support from the local government is already guaranteed," she said.

Her dedication to public service even goes beyond official work hours. When asked what she does outside of work, Ma'am Ailene replied, "Doing community service and other progressive causes, visiting IP students in a particular community, and forming alliances to identify funders and stakeholders for our students," adding, "I spend additional time with the Lumad youngsters in a nearby city on a quarterly, if not monthly, basis. I've promised the kids that I'll bring toys, school supplies, and some treats this quarter. We have fun running, climbing hills, singing, and playing with them."

Aside from championing the establishment of *Balay Paglaum*, Añonuevo also initiated other programs, also for the benefits of the underserved population in their city and other neighbor provinces. She organized the "Basket of Joy" project where she helped learners, especially those severely wasted and among the poorest, by providing medical services and school supplies. This project also reached Surigao del Norte. She also conducted a fund raising concert for schools in Surigao which was damaged by Typhoon Odette. More than PHP200,000 worth of cash donations were allotted for the repair of school buildings.

With these accomplishments, she has truly proven that she is both an excellent and compassionate educator. Her more than 30 years of service in the education sector is something that should be indeed applauded.



**Rowan Lasalita Celestra**

Elementary School Principal II  
Department of Education  
Buenavista Elementary School  
Sorsogon West District  
Sorsogon City

To use education in equalizing the social gap is what Elementary School Principal II Rowan L. Celestra of the Buenavista Elementary School in DepEd's Sorsogon West District, Sorsogon City intends to accomplish.

Being an educator was the vocation that Principal Celestra wanted since he was young. Growing up in a big family raised by a farmer and homemaker, education never came easy for him. Having an appreciation of how precious education is, it became his dream to be a teacher; thus, he took Bachelor of Education at the Bicol University. He immediately became a licensed professional teacher after his graduation in 2005. After a year, he had the opportunity to enter DepEd and for several years, he served as a teacher in various schools in the Division of Sorsogon City where he made valuable contributions. He has devoted his entire career teaching in DepEd as he wanted to educate less fortunate children who can only afford to go to public schools.

With his proven track record, Celestra was promoted as a school principal at Buenavista Elementary School. It was there that he made an impact, not only to the lives of his students, but also to its communities. He took on the roles of being a school head as well as a community leader. Through his leadership as principal, Buenavista Elementary School has been put on the map for its quality education and sustained collaboration and transformation of its surrounding communities. Celestra developed and spearheaded several projects that benefited its learners and the people in the communities, as well as other neighboring areas.

An achievement that he prides himself of was the e-Nay.Com or Education for Nanay in the Community. He developed this program as a response to the COVID-19 pandemic. As a leader, he immediately thought of ways to still educate their students despite the community quarantine. E-Nay.Com capacitated 150 mothers and guardians in Buenavista as learning facilitators for their children's modular distance learning and as teacher volunteers in learning hubs in every *purok* (zone). At first, the project was met with reluctance from the parents; however, because of Celestra's perseverance and encouragement to his teachers, they were able to come up with effective strategies that enabled parents to participate. "We gave them the chance to learn as facilitators and in return they gave us the opportunity to deliver education even at home. Thus, the learning continuity plan by DepEd was still delivered because the mothers helped us in modular and distance learning," said Celestra. DepEd Schools Division of Sorsogon City supported the program by providing 190 tablets for e-Nays. This project was also made possible with the financial support of BEAGIVER Ventures, Incorporated.

Apart from empowering families to participate in the new normal of learning, this project resulted in an 11% annual increase in enrollment from SY 2019-2020 to SY 2021-2022. There was also a decrease in the number of non-readers and struggling readers in every grade level and the school also recorded a zero dropout rate. Additionally, there was an increased participation of parents in school activities, and support of different organizations for the school. With all the successes of

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I dream of a progressive and empowered Philippines through education. Through my work as a principal, I could help the government by giving my best in doing my mandate as a leader in education and also to lead my teachers, my students, and my community to a better future through education.

the E-Nay.Com, it was recognized as the Best Innovative Project for DepEd's Basic Education Learning Continuity Plan and has been adopted by two elementary schools with 650 learners and 500 e-Nays or parents.

Aside from e-Nay.Com, Celestra also created and implemented other learning programs such as the *Umadaral; Bata, bata, Handa ka na ba?*; Life Education; and Green in a Box. Umadaral, which means to study on the farm, is a free tutorial service of professional volunteers for children having difficulties with modular learning due to lack of guardians. From 6 children, the program is now catering to 42 learners in Barangay Peñafrancia. Volunteers also increased from 3 to 10. Donors of *Umadaral* provided school supplies, books, toys, and cash. *Bata, bata, Handa ka na ba?* is a school readiness program where children undergo a three-day formation activity focusing on body, mind, and heart to prepare them for the school year. Life Education, on the other hand, is a project where children are encouraged to apply their school learnings to their home, such as food preparation, cooking, and planting. Green in a Box capacitated 46 family heads on growing vegetables with the help of LGU Sorsogon City's Office of City Agriculture and Services.

Celestra also initiated other community-centered programs such as the Kindness Station and the Three Act of Goodness Park. The Kindness Station project started during the start of the pandemic to encourage bayanihan by installing a makeshift food station in their school where people can take what they need and give whatever they can. It has helped more than 35,000 families by providing food, hygiene items, clothes, school supplies, and other necessities needed during the pandemic, and

other natural calamities. This initiative was replicated in other areas of Sorsogon, Camarines Sur, Visayas region, and even in Mindanao. From one station, it grew to 45 stations all over Sorsogon Province and almost 70 stations all over the country. Meanwhile, the Three Act of Goodness Park aims to create peace and unity in the communities. The three acts are to (1) do good deeds, (2) speak good words, and (3) think good thoughts. With this project, conflict among families in the community as well as killings were eradicated.

"As a citizen of the Philippines, we dream for a better place; we dream for a better education. I dream of a progressive and empowered Philippines through education. Through my work as a principal, I could help the government by giving my best in doing my mandate as a leader in education and also to lead my teachers, my students, and my community to a better future through education, even during the pandemic or struggling times in which the only hope of our community is education. Thus, I will continue my mission to help and to be part of the better Philippines," Celestra shared.

The efforts of Nacpil, Jimlan, Anonuevo and Celestra demonstrate that quality educators cannot simply be chosen from a list of graduates or produced after the licensure exam results. They earn their titles through conscientious efforts to be beacons of hope for Filipino children and their unwavering commitment to being civil servants who contribute to the economic and social transformation of the country. These teachers will selflessly dedicate their lives to public service as long as there are learners who depend on them. •



## ADHERE TO THE ETHICAL AND PROFESSIONAL VALUES OF THE MEDICAL PROFESSION\*

\*Message of CSC Chairperson Karlo A. B. Nograles, during the Oath Taking of New Physicians, Philippine International Convention Center, 19 April 2023



New doctors were given three reminders by CSC Chairperson Karlo Nograles to guide them in their new journey as healthcare professionals: first, that public service is a public trust; second, is to strive to pay it forward by being a mentor to others; and lastly, to not compromise integrity as they live their dreams.

**D**aghang salamat for inviting me to personally extend my congratulations to our country's newly-minted physicians. Congratulations to all of you! I celebrate with your parents, siblings, family, friends and loved ones who we can see are all beaming with pride at what you have all accomplished. Congratulations po sa inyong lahat lalo na sa ating mga magulang, job well done po! Saludo ako sa inyo.

I was informed that this is in fact, the first time in a long while that a government official, who is not a physician, was invited to serve as the resource person in the physician's oathtaking, and I am extremely honored. *Sa totoo lang po, minsan din akong nangarap maging doctor pero life had other plans for me so okay na okay na po ako na maging speaker ninyo ngayon.* I fervently hope that I can provide inspiration to all of you as you take your Hippocratic Oath and Code of Citizenship and Ethics.

Today's oath taking is not merely a ceremony to practice medicine, it is a solemn act and eternal promise to adhere closely to the ethical and professional values of the medical profession. To do no harm when doing

good for patients, to embody the Hippocratic Oath and the Code of Citizenship, to be ever cognizant of one's responsibilities to the country and its citizenry, to serve humanity.

As you take your oath today, there are three things that I would like to ask that you take to heart, and uphold:

First, "Public service is a public trust". Public officers and employees must, at all times, be accountable to the people, serve them with utmost responsibility, integrity, loyalty, and efficiency; act with patriotism and justice, and lead modest lives.

Whether you choose to enter government service or practice in private hospitals and institutions, as doctors, you are foremost, public servants and you MUST "at all times, be accountable to the people, serve them with utmost responsibility, integrity, loyalty, and efficiency; act with patriotism and justice, and lead modest lives." I will no longer dwell on the abstract or the conceptual definition and correlation of public service, and physicians, but rather I will give you more inspiring, concrete, and living examples from among your peers who upheld public interest over and above personal interest.



(4th from R) CSC Chairperson Karlo Nograles in a photo opportunity with officials of the Professional Regulation Commission.

Dr. Jose Jonas Diño Del Rosario, a Medical Specialist III at the Philippine General Hospital, cared for COVID-19 patients during the pandemic. Dr. Del Rosario is one of the few interventional pediatric cardiologists who continued to provide care for children with heart defects who acquired COVID-19. Since PGH became a COVID referral center, he accepted these patients from other hospitals to perform lifesaving cardiac procedures.

Dr. Del Rosario was not spared from the virus. In April 2020, he contracted COVID. While he was able to quickly recover and return to work, tragedy came to his family months after, when his father and mother also tested positive for COVID-19 and unfortunately, did not make it. Despite his personal struggles, he chose to return to PGH and help in the battle against COVID-19, saving countless lives.

Dr. Del Rosario is one of the recipients of the government's Outstanding Public Officials and Employees (*Dangal ng Bayan*) award in 2020.

Another inspiration is Dr. Annie Claire Pekas who went over and beyond the call of duty to provide medical services to the grassroots. A surgeon by profession, Dr. Pekas is credited as the pioneer of various healthcare initiatives even outside her specialty. She initiated the establishment of the Ambulatory Surgery Unit (ASU) in the Outpatient Department of Luis Hora Memorial Regional Hospital (LHMRH) to attend to patients' minor surgical operations without requiring admission; and she

was on top of the whole plan - from the conceptualization, establishment, procurement of supplies, to daily operations. Her hard work quickly materialized as the ASU did not only decongest the hospital's Operating Room, but also led to cheaper, more convenient access for indigent patients undergoing hemodialysis.

She also initiated the acquisition of an Endoscopy Tower worth PHP8 million at their hospital. She sacrificed her free time and offered her own resources to perform endoscopy and colonoscopy for patients even though these are no longer part of her duties and responsibilities as a Medical Specialist. After her duty in LHMRH, she continued to serve as an on-call doctor performing free emergency surgeries in district hospitals in Mountain Province.

When the COVID-19 pandemic hit, she chose to stay in the frontlines and deliver aid to people. She is responsible for the operations of the One Hospital Command that issued updated information on bed occupancy, availability of medical specialists, and specific health services in Mountain Province. She received the Outstanding Public Officials and Employees (*Dangal ng Bayan*) award this March.

These two doctors I mentioned, along with many other nameless doctors, continue to stay in public service even when temptations to leave the country and seek greener pastures come along. May they inspire you to serve the Filipino people.

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As you live your dreams, do not compromise your integrity. Whenever hard decisions needed to be made, always go back to your foundational values.

My second request, pay it forward by being a mentor to others. I am pretty sure that there is an exceptional person who mentored you, someone you want to give credit for inspiring you, for pushing you, and for believing in you. Do not doubt that even in the early stages of your career as physicians, the experience, expertise, and wisdom you gain can be shared as life lessons to the next generation of doctors.

As you go up the ranks and make your contributions in the field of science and medicine, do not keep the knowledge you gain to yourself. Share it, develop your fellows, especially the young ones, encourage and inspire them to follow suit.

Leadership guru John C. Maxwell said, “True success comes only when every generation continues to develop the next generation.” This comes about through knowledge transfer. Share what you know and help build the competence of the next generation of physicians.

And my final request is a reminder: As you live your dreams, do not compromise your integrity. Whenever hard decisions need to be made, always go back to your foundational values.

As professionals, do everything to uphold integrity. Integrity is doing the right thing even if nobody sees you. As public servants, we have a sworn duty of protecting our integrity. We owe it to the Filipino people.

There are many challenges you will face in your journey as new physicians. In this most competitive field you chose to be part of, do not forget to be a blessing to others. In the workplace, you will be remembered through your professional achievements, but in life, you will be remembered for the lives that you have healed, saved, and touched.

Medicine as a profession goes beyond the practice as a means of livelihood, it is a vocation and a humanitarian calling. And I pray that the choice of taking the road less traveled will make a difference in your professional and personal lives as you make a difference in the lives of others.

May you keep the same commitment, courage, and resilience as you go along. And as you begin your work as licensed physicians and realize your personal aspirations and your goals, may you always remember the reason for choosing this path – to safeguard the health of others.

Finally, as you take your Hippocratic Oath and the Code of Citizenship and Ethics, whisper a prayer of thanks to God for the people who lovingly journeyed with you—your parents, siblings, extended family, dearest friends, professors, and all others who were there *umaraw man o bumagyo, sa lungkot at ligaya, sa hirap at ginhawa, laging kasama mo.*

Again, congratulations to our 1,573 new doctors. *Ngayon pa lang, daghang salamat sa inyong serbisyo.* •



## FREQUENTLY ASKED QUESTIONS

### IRR of Republic Act No. 11701

## Payment of Night Shift Differential of Government Workers

#### 1. What is R.A. No. 11701?

What is R.A. No. 11701? Republic Act (R.A.) No. 11701, or An Act Granting Night Shift Differential Pay to Government Employees Including Those in Government-Owned or -Controlled Corporations and Appropriating Funds Therefor, was signed by former President Rodrigo Roa Duterte on 13 April 2022. The Civil Service Commission (CSC), on the other hand, promulgated the implementing rules and regulations (IRR) of the said law, which took effect on 24 February 2023, 15 days from its publication in two (2) newspapers of general circulation.

#### 2. What is the purpose of the law?

R.A. 11701 grants compensation premium or additional pay to government employees who work during graveyard shifts or between 6 p.m. and 6 a.m. of the following day.

#### 3. Who are the employees covered by the law?

Under the law, compensation is given to government employees, including those in government-owned or controlled corporations (GOCCs), occupying positions/items of Division Chief and below or their equivalent, regardless of the status of their appointment (permanent, temporary, coterminous, substitute, contractual, or casual) with official working hours between 6 p.m. and 6 a.m. of the following day.

Incumbents of Division Chief positions and below or their equivalent, designated as Officers-in-Charge to executive/managerial positions when they are still bound to observe the work hours between 6 p.m. and 6 a.m. of the following day, are also eligible for additional pay.

#### 4. Are there government employees who are excluded from the night shift differential?

While the law covers government employees whose official working hours fall between 6 p.m. and 6 a.m. the following day, it does not cover civil servants with regular work schedules falling between 6 a.m. and 6 p.m. The services they rendered beyond the standard eight (8)-hour work schedules shall be compensated in accordance with the existing laws, rules, and regulations on overtime services and overtime pay.

The law also excludes employees whose services are required, or are on call, 24 hours a day, such as the uniformed personnel and others as may be determined by the CSC and the Department of Budget and Management (DBM).

Lastly, these rules do not apply to job order (JO) and contract of service (COS) workers and others similarly situated. However, they are covered by COA-DBM Joint Memorandum Circular No. 2, s. 2020, or other similar issuances governing JO and COS workers in the government.



HEALTH and WELLNESS

## 5. How many hours are covered by the law?

The premium compensation granted to covered government employees will only credit work performed between the hours of 6 p.m. and 6 a.m. of the following day.

The night-shift differential pay shall be paid for the hour/s of work performed between the mentioned hours, with no minimum number of hours required for to avail of the compensation premium.

## 6. What is the equivalent rate?

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

The hourly basic salary rate per hour is derived by dividing the basic monthly rate by twenty-two (22) working days and then dividing the derived quotient by eight (8) hours.

Hourly basic rate = [(basic monthly rate/22 working days)] / 8 hours

## 7. Is this the same as the allowances received monthly?

Night shift differential pay shall be in addition to regular salaries and other payments that government employees receive. It shall not diminish whatever benefits and allowances are presently enjoyed by government employees.

## 8. What is the role of agencies/GOCCs?

Upon consultation with the employees concerned, the head of the agency shall formulate and

adopt internal rules and procedures consistent with the provision of these Rules, particularly in determining the night shift differential rate, which shall not exceed twenty percent (20%) of the hourly basic rate of the employee and subject to availability of funds.

## 9. Where will the funds be sourced?

For national government entities, the amount necessary for the initial implementation of the Act and these Rules shall be charged against existing appropriations for the purpose of the departments, bureaus, offices, and agencies concerned. The budget must be included in the annual General Appropriations Act (GAA).

For Local Government Units (LGUs), the amount necessary for the initial implementation of the Act and these Rules shall be charged against their respective funds, subject to the provisions of Sections 325 and 331 of Republic Act No. 7160 or the "Local Government Code of 1991".

For Government-Owned and Controlled Corporations (GOCCs) and their subsidiaries, the amount necessary for the initial implementation of the Act and these Rules shall be charged against their respective corporate funds.

## 10. Where can government employees ask questions or file complaints?

Concerned government employees may send their queries and clarifications on the IRR of R.A. 11701 to their respective agencies.

On the other hand, reports or complaints against the improper implementation of the said law can be filed at CSC's Contact Center ng Bayan (CCB) at 0908-8816565 or at email@contactcenterngbayan.gov.ph. •



(from L-R) Former DOH Officer-in-Charge Maria Rosario Singh-Vergeire, together CSC Chairperson Karlo A. B. Nograles and DOLE Secretary Bienvenido Laguesma, leads the signing of the Joint Administrative Order (JAO) on National Policy Framework on the Promotion of Healthy Workplace on 28 April 2023.

# HEALTHY GOVERNMENT WORKPLACES NEEDED FOR PRODUCTIVE WORKFORCE

The Civil Service Commission (CSC) teamed up with the Department of Health (DOH) and the Department of Labor and Employment (DOLE) in formulating the National Policy Framework on the Promotion of Healthy Workplace.

Last 28 April 2023, CSC Chairperson Karlo A. B. Nograles, former DOH Officer-in-Charge Maria Rosario Vergeire, and DOLE Secretary Bienvenido Laguesma led the ceremonial signing of Joint Administrative Order (JAO) No. 2023-0001 containing the said framework.

The CSC stressed the need for government agencies to put in place measures that promote a healthy workplace, saying that a healthy public sector workforce is a productive workforce.

In his message during the ceremonial signing, CSC Chairperson Nograles said, "What we launch today will provide the groundwork for a purposive and holistic health agenda. CSC welcomes this opportunity to be part of a noble undertaking and commits its support to the implementation of the framework and subsequent initiatives."

The healthy workplace framework is intended for promotion, establishment, and strengthening of Healthy Workplaces in support of the implementation of the Universal Health Care Law. It sets directions and provides key strategies to guide the implementation of settings-based health promotion policies, plans, and programs for the Filipino workforce. The framework also identifies the roles and responsibilities of key stakeholders in the promotion of healthy workplaces.

It identifies priority areas or risk factors that all health promotion interventions in the workplace must focus on. These are:

- a. Diet and Physical Activity – Healthy eating habits shall be improved and physical activity shall be increased to reduce all forms of malnutrition and prevent development of non-communicable diseases among workers;
- b. Environmental Health – Sustainable lifestyles, and disaster-prepared and resilient workplace settings shall be fostered to minimize environmental risks and climate impacts on health;
- c. Immunization – Vaccine use shall be promoted among workers to reduce the incidence of relevant vaccine-preventable diseases, disabilities, and deaths;
- d. Substance Use – Tobacco use, illicit drug use, and use of alcohol in the workplace shall be prevented to reduce or eliminate ill-effects or associated health conditions;
- e. Mental Health – Psychosocial and mental well-being among workers shall be increased and protected to reduce the burden of mental health disorders and incidence of suicide in the workplace;
- f. Sexual and Reproductive Health – Positive sexual and reproductive behaviors among individuals of working age shall be promoted to reduce the incidence of HIV infection, unwanted pregnancies, and sexually transmitted disease; and
- g. Violence and Injury Prevention – Safe and inclusive workplace environments shall be fostered to eliminate various forms of violence and injuries, including interpersonal violence or gender-based violence, and occupational-related injuries.

Moreover, it specifies that all health promotion interventions in the workplace must be guided by the Ottawa Charter and the World Health Organization (WHO) Healthy Workplace Model, specifically in the following action areas:



*In his message during the ceremonial signing, CSC Chairperson Karlo A. B. Nograles emphasized the significance of the JAO as it opened new grounds for collaborations between all organizations propelled by the greater vision of a healthy and productive workforce serving the Filipino.*

- a. Developing Healthy Public Policies – Legislation, fiscal measures, and/or organizational policies shall promote workers' health, safety, and wellbeing and reduce health inequities;
- b. Creating Supportive Environments – The physical and psychosocial work environments shall be promotive and protective of health;
- c. Developing Personal Skills – Appropriate, targeted, and useful information, education, and life skills shall be provided to workers to enable the adoption of healthy behaviors, and increase options and control over their own health;
- d. Strengthening Community Action – Opportunities and/or platforms for engaging stakeholders external to the workplace shall be established to facilitate their active involvement in promoting workers' health and safety; and



*(from L-R) Former Department of Health Officer-in-Charge Maria Rosario Singh-Vergeire, together with Civil Service Commission (CSC) Chairperson Karlo A. B. Nograles and Department of Labor and Employment (DOLE) Secretary Bienvenido Laguesma, in a photo opportunity during the ceremonial signing of the Joint Administrative Order (JAO) on National Policy Framework on the Promotion of Healthy Workplace last 28 April.*

- e. Reorienting Health Services – Access to primary care services shall be made available to workers by establishing referral mechanisms and links with relevant local health systems. Health services shall increasingly shift to health promotion and disease prevention.

According to the framework, the CSC, as a member of the National Technical Working Group on Healthy Workplace chaired by the DOH, shall perform the following duties:

- Coordinate the implementation of capacity-building activities in support of the Healthy Communities Framework for CSC Offices and other workplace settings within the purview of the CSC;
- Carry out information and advocacy campaigns for the public sector and other relevant stakeholders in support of the implementation of the framework;
- Provide relevant technical assistance and support in all phases of implementation of the Healthy Workplace Framework; and
- Participate in the conduct of relevant monitoring and evaluation activities.

#### **SAFE AND HEALTHY GOVERNMENT OFFICES**

"Research shows that employees in good health are more likely to deliver optimal performance in the workplace because, not only do they have better quality of life, but they also benefit from having a lower risk of disease, illness, or injury," reported CSC Chairperson Nograles.

He said that a number of policies and programs have been instituted in the past to promote health and wellness in the public sector. "As the central human resource agency of the government, CSC has placed premium on providing safe and healthy working conditions and promoting health practices among the country's 1.8 million government workforce."

The CSC Chairperson cited Memorandum Circular No. 30 issued in 1994, which provides a checklist of reasonable working conditions covering such basics as potable water and adequate lighting. This was supplemented in 1997 by the Policy on Working Conditions in the Workplace, which was revised in 2010. Other salient issuances on health and wellness include those on mandatory random drug testing, and smoking prohibition, in government offices.

Under CSC Resolution No. 1901265 issued in October 2019, all government agencies are directed to establish a Mental Health Program (MHP) that will promote mental health in the workplace and address stigma and discrimination endured by people with mental health conditions. The MHP shall be integrated as a regular human resource development (HRD) program specifically under Health and Wellness.

Another partnership between the DOLE and DOH resulted in the formulation of CSC-DOH-DOLE Joint Memorandum Circular No. 1, s. 2020, which aims to institutionalize occupational safety and health in government workplaces to protect government workers from the dangers of injury, sickness, or death, and to prevent loss or damage of properties through the adoption of safe and healthy working conditions. •



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

Watch the previous episodes by scanning the QR codes below:

### ALL ABOUT THE CSC ELIGIBILITY EXAMINATIONS

**LunChat with CSC**

Guest: Director IV Prisco S. Rivera Jr.  
CSC Examination, Recruitment, and Placement Office

**APRIL EPISODE**

This episode discussed the different civil service examinations conducted by the CSC, with Director IV Prisco S. Rivera of the CSC's Examination, Recruitment, and Placement Office as guest.

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### ELIGIBILITIES GRANTED UNDER SPECIAL LAWS AND CSC ISSUANCES

**LunChat with CSC**

Guest: Director III Cherry C. Beris  
CSC Examination, Recruitment, and Placement Office

**MAY EPISODE**

The episode underscored the eligibilities granted under special laws and CSC issuances.

Director III Cherry C. Beris of the Examination, Recruitment, and Placement Office pointed out the uses of the special eligibilities discussed including the requirements needed and the qualified people that can apply.

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### THE 2023 PUBLIC SECTOR HR SYMPOSIUM

**LunChat with CSC**

Guest: Acting Director III Emylin O. Severo  
CSC Civil Service Institute

**JUNE EPISODE**

This episode featured the upcoming 2023 Public Sector HR Symposium, with guest speaker from the Civil Service Institute, Acting Director III Emylin O. Severo. The CSC is inviting participants to the 2023 HR Symposium which will be held on 26-27 September.

**REGISTER HERE FOR THE 2023 PUBLIC SECTOR HR SYMPOSIUM:**  
 ➔ <https://lms.csc5.online/phrs>  
 Contact us at: [2023hrsymposium@gmail.com](mailto:2023hrsymposium@gmail.com)  
[#CivilServiceInstitute #2023HRSymposium](#)

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# LINGKOD BAYAN | DIARIES

AN ANTHOLOGY OF CIVIL SERVANTS' STORIES

## APRIL

Exemplifying prompt services to her students and the entire community

Ms. Pablita R. Cabarles  
Chief Teacher I  
Department of Education  
Manga National High School  
Tubigon City, Bohol  
2022 CSC Pagasa Awardee

Watch Now!

## APRIL

2022 CSC Pagasa Awardee, Ms. Pablita R. Cabarles, shared her stories of insistent efforts and determination to surmount every struggle in accomplishing her tasks, all in the name of public service.

Ms. Cabarles is a Master Teacher I at Manga National High School, where she taught her students vast agricultural knowledge and skills.

Her devotion to helping people went beyond the walls of Manga National High School when she started to be of service to her community—her display of servanthood truly transcends the traditional way of serving the public.

## MAY

Showing passion and heart in teaching her students

Ms. Ailene B. Añonuevo  
Chief Education Supervisor  
Schools Division of Panabo City  
Davao del Norte  
2022 CSC Pagasa Awardee

Watch Now!

## MAY

2022 CSC Pagasa Awardee, Ms. Ailene B. Añonuevo shares how her dedication to public service made education accessible for the underserved.

As the Chief Education Supervisor of the Department of Education's Schools Division of Panabo City in Davao del Norte, she initiated the construction *Balay Paglaum Para sa Estudyanteng Lumad*.

This initiative led to not only to zero non-reader and zero dropout records but also to better opportunities for indigenous children.

## JUNE

Unwavering selflessness in the public service

Mr. Reymond D. Gonzales  
Customer Associate  
Land Bank of the Philippines  
Zambales City  
2022 Dangal ng Bayan Awardee

Watch Now!

## JUNE

The peak of the pandemic tightened resources and slowed down services in the country; however, some frontliners willingly sacrificed their health and safety, all in the name of public service.

Mr. Reymond Gonzales, a roving teller/customer associate of the Land Bank of the Philippines, has proved that selflessness in government service is alive today.



Watch Now!



Watch Now!



Watch Now!

# Policy HIGHLIGHT

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

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

Check out the episodes on [facebook.com/civilservicegovph](https://facebook.com/civilservicegovph) and on [youtube.com/cscphmedia](https://youtube.com/cscphmedia).



## Policy highlight

### feat. CSC RESOLUTION NO. 2100266

(PAMANANG LINGKOD BAYANI OR PLBI  
ENHANCED IMPLEMENTING GUIDELINES)

#### APRIL

The CSC Resolution No. 2100266 or the *Pamanang Lingkod Bayani* Enhanced Implementing Guidelines kickstarts the second quarter's Policy Highlight.

It discussed the beneficiary qualifications, nomination procedures, and required documents of the *Pamanang Lingkod Bayani* program.



Watch Now!



## Policy highlight

### feat. FIRST TIME JOBSEEKERS ASSISTANCE ACT (FTJAA) JOINT OPERATIONAL GUIDELINES

#### MAY

For May, Policy Highlight features the Joint Operational Guidelines for First-Time Jobseekers Assistance Act.

The policy's goal is to help first-time job seekers with all the government-issued documents that may be required by employers.



Watch Now!



## Policy highlight

### CSC Resolution No. 2100190

GENERAL GUIDELINES ON DIGITAL/ONLINE  
LEARNING IN THE PUBLIC SECTOR

#### JUNE

The CSC Resolution No. 2100190 or the General Guidelines on Digital/Online Learning in the Public Sector aims to promote the four classifications of digital or online learning.

Webinars and other synchronous learning approaches, eLearning, microlearning modules, and blended learning were tackled.



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Your direct line to efficient public service

# REPORT THE FOLLOWING VIOLATIONS

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

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

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

### (a) 1ST OFFENSE

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

### (b) 2ND OFFENSE

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

Criminal liability shall also be incurred through the commission of bribery, extortion, or maliciously soliciting favor in cash or in kind.

The Penal Code and other special laws shall also apply.

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

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