

# MEMORANDUM CIRCULARS

2014









## Foreword

The formulation of effective policies is fundamental in human resource management. As the premier human resource agency of government, the Civil Service Commission (CSC) takes to heart its policy-making mandate towards the realization of its vision of becoming a center for excellence in strategic human resource and organization development.

To keep up with the demands of the bureaucracy, the CSC issued policies in 2014 that make the civil service rules relevant to the times. Among others, the Commission provided clarifications on guidelines on the placement of personnel relative to the implementation of approved rationalization plans of agencies, amendments on the declaration of pendency/non-pendency of case, on the grant of eligibility to Sanggunian members, and on policies related to qualification standards on certain positions.

Also in 2014, the CSC issued policies and guidelines on the adoption of four-day workweek scheme in government agencies in Metro Manila. The policy's objectives include the promotion of work-life balance among the employees and the enhancement of employee engagement, morale, and productivity.

Moreover, to advance equality in the workplace, the CSC encouraged government agencies to hire PWDs pursuant to R.A. No. 7277. CSC also issued clarification on the practice of wearing Hijabs for female Muslims in government institutions. These policies, among others, enable the civil service system to further uphold equality and gender development in the workplace.

In line with its thrust to promote excellence in the human resource management, the Commission issued a directive to all government agencies to adopt the HR Maturity Level Indicators for the human resource management systems in the public sector under the enhanced Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM).

As the lead implementer of the Anti-Red Tape Act (ARTA) of 2007 or Republic Act No. 9485, the CSC has institutionalized the Contact Center ng Bayan (CCB) as the public feedback mechanism on ARTA-related concerns among government frontline service offices.

These and other policies can be found in this compilation of 2014 Memorandum Circulars, which the CSC intends to be a useful reference for state workers and the public alike.

We offer this publication with the assurance that the CSC will prioritize its policy-making functions to ensure successful HR management in the public sector.



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MEMORANDUM CIRCULAR

- TO : ALL HEADS OF CONSTITUTIONAL OFFICES, DEPARTMENTS, BUREAUS, AND AGENCIES OF THE NATIONAL AND LOCAL GOVERNMENTS, STATE COLLEGES AND UNIVERSITIES, INCLUDING GOVERNMENT-OWNED AND/OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS
- SUBJECT : Clarificatory Guidelines on the Effects of the Supreme Court Ruling on the Case of CSC vs. Pililla Water District (G.R. No. 190147, March 5, 2013) Relative to the General Manager Position in Local Water Districts

Presidential Decree (PD) No. 198, also known as the Provincial Water Utilities Act of 1973, as amended, created the General Manager (GM) position in local water districts, whose incumbent shall serve at the pleasure of the Board of Directors.

In 2014, Republic Act (RA) No. 9286 or "An Act Amending PD No. 198, Otherwise Known as the Provincial Water Utilities Act of 1973, as Amended," was enacted. Section 2 thereof, among others, states that a GM appointee shall not be removed from office, except for cause and after due process. Pursuant to this amendment, the Commission issued CSC Resolution No. 06-1052 dated June 20, 2006, declaring the GM position as belonging to the career service, and setting out the corresponding qualification standards for appointment thereto.

The Supreme Court, however, in the case of CSC vs. Pililla Water District (G.R. No. 190147, March 5, 2013), declared that the GM position in local water districts remains to be primarily confidential in character, and that what the amendment in Section 2 of RA No. 9286 mandates is that notice and hearing shall first be observed before a GM appointee is removed from office. In its Resolution dated April 11, 2013, which this Commission received on June 5, 2013, the Supreme Court denied with finality the motion for reconsideration filed by the former on the same case.

The foregoing development made it imperative to clarify the effects of the latest jurisprudence. Hence, the Commission has deemed it fit to adopt the following guidelines, thus:

1. **GM Position in Local Water Districts; Nature.** – In consonance with the decision in *CSC vs. Pililla Water District*, supra., the GM position in local water districts shall be considered as primarily confidential, which is under the non-career service. Henceforth, an appointee to a GM position is exempted from the qualification standards prescribed under the existing Qualification Standards Manual, namely, education, experience, eligibility and training, unless the water district opts to continue to adopt qualification standards previously set in 2006 or establish their own, subject to CSC approval and in line with Item 7, Part I of CSC MC No. 12, s. 2013.
2. **Vested Right; GM Appointees.** – Pursuant to the doctrine of operative facts and in the higher interest of equity, justice and fairness, the permanent appointments issued to GM incumbents on the basis of CSC Resolution No. 06-01052 dated June 20, 2006, and CSC MC No. 12, s. 2006, shall be respected. However, upon separation from the service of these GM appointees, the succeeding appointments shall be deemed coterminous with the appointing authority in line with the primarily confidential character of the GM position.

Nevertheless, all permanent appointments issued to GM positions on or after June 5, 2013, which have already been approved, shall be recalled by the concerned regional or field offices with the advice that these be re-submitted under coterminous status. Those appointments issued on the same period that are still pending attestation shall be disapproved. This is also true with respect to temporary appointments. However, the local water district may consider issuing new appointments under coterminous status to GM appointees with said disapproved appointments.

Meanwhile, permanent appointments issued before the cut-off date on June 5, 2013 but which have yet to be attested shall be approved, provided the appointees are able to meet the requisite qualification standards under which the appointments were issued. With regard to temporary appointments issued under similar circumstances, they shall likewise be approved provided the pertinent requirements are satisfied. However, the local water districts may consider issuing new appointments under coterminous status to the temporary GM appointees.

3. **Requirements of Notice and Hearing; Removal.** – Aside from other causes provided for by law, a GM appointee may be removed from

office for loss of trust and confidence of the Board of Directors, provided that prior notice and hearing are observed. In this regard, the hearing shall be undertaken with the end in view of proving or establishing the existence of the ground/s upon which the loss of trust and confidence is founded. It must be clarified that "hearing" as contemplated herein shall not be limited to a trial-type proceeding but can take the form of submission of position papers, memoranda and the like.

4. **Abrogation of Existing Civil Service Policies.** – By necessary implication, the decision in the CSC vs. Pililla Water District case has effectively abrogated CSC Resolution No. 06-1052 dated June 20, 2006, CSC MC No. 12, s. 2006, and all other related issuances of the Commission not consistent therewith.
5. **Other Issues and Concerns.** – Other issues and concerns regarding the instant subject matter not otherwise governed by this issuance shall be brought to the Commission for appropriate disposition.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

January 23, 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT AND LOCAL GOVERNMENTS, STATE COLLEGES AND UNIVERSITIES, INCLUDING GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS

SUBJECT : PRAISE Winners as Nominees to the 2014 Search for Outstanding Public Officials and Employees

The Civil Service Commission, through the issuance of CSC *Memorandum Circular No. 25 dated November 29, 2013*, announced the start of the 2014 Search for Outstanding Public Officials and Employees. In the said issuance agencies are requested to submit their nominations to the nearest Civil Service Regional or Provincial/Field Office until March 31, 2014.

Over the years, the agencies have been CSC's partner in searching for public service exemplars as they are responsible for nurturing the culture of ethics and excellence among their employees. Thus, they are in the position to identify, recognize and reward them through their agency PRAISE Committees.

The Commission sees the agencies' pool of PRAISE awardees as a potential source of nominees to the Search. In this regard and to further institutionalize and strengthen the involvement of agencies in the conduct of the Search, heads of agencies are encouraged to automatically nominate their PRAISE awardees to the Search. As indicated in the abovementioned Memorandum Circular, submission of nominations is until March 31, 2014.

Inquiries on the Honor Awards Program (HAP) should be submitted to the Honor Awards Program Secretariat thru telephone numbers (02) 931-7993 and (02) 932-0381, CSC Hotline (02) 932-0111, TextCSC 0917-8398272 or e-mail address [hapsecretariat@yahoo.com](mailto:hapsecretariat@yahoo.com).

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

January 30, 2014

MEMORANDUM CIRCULAR

- TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES
- SUBJECT : Clarification on the Guidelines on the Placement of Personnel Relative to the Implementation of Approved Rationalization Plans of Agencies

Pursuant to CSC Resolution No. 1400147 promulgated on January 28, 2014, the Commission adopts the following policies clarifying the guidelines on the placement of personnel relative to the implementation of approved Rationalization Plans of agencies.

1. Upon receipt of the approved Rationalization Plan from the Department of Budget and Management or the Governance Commission for Government Owned and/or Controlled Corporations (GCG), the agency through the Placement Committee, as provided under CSC MC No. 13, s. 1988, shall place the incumbents to the same or comparable positions in the approved rationalized staffing pattern.

Comparable position is determined based not solely on salary grade but also on the duties and responsibilities of the positions and level of position in the organizational structure or plantilla of the agency. Positions may be considered to be comparable if they belong to the same occupational grouping and the duties and responsibilities of the positions are similar and/or related to each other. These positions may not necessarily be of the same salary grade but may be a grade higher than that of the old position. To illustrate, the position of Senior Manpower Development Officer (SG 18) is comparable to the position of Senior Labor and Employment Officer (SG 19).

The DBM and GCG shall settle any controversy arising from the determination whether a new position is considered comparable to the old position.

Incumbents to positions under permanent status who are placed to the same or comparable positions during the implementation of the approved agency rationalization plan are considered to have met the qualification standards for the position.

An appointment shall be issued to an incumbent who is placed to a comparable position which has a different position title than the previous item held. On the other hand, a Notice of Change of Item Number shall be issued to an incumbent placed to a position with the same position title. A plantilla-type of Notice may be prepared by an agency instead of individual notices. A copy of the Notice shall be submitted to the CSC Field Office concerned for record purposes.

2. In the event that the number of incumbents exceeds the number of retained positions in the approved rationalized staffing pattern, then the order of separation and preference established under Section 3 and 4 of RA 6656 (an Act to Protect the Security of Tenure of Civil Service Officers and Employees in the Implementation of Government Reorganization) shall apply.

To illustrate, if a section with five (5) Administrative Aide IV (SG-4) positions is to be merged with another section and only three (3) Administrative Aide IV positions are retained in the approved rationalized staffing pattern, the incumbents to the Administrative Aide IV position who are most qualified in terms of performance and merit shall be given preference, length of service notwithstanding. All things being equal, seniority may be considered as an additional criterion.

For the two (2) incumbents to subject position who are not placed in said section, the agency could look for comparable positions in other units which match their skills and competencies.

If subject employees will not be placed in comparable positions in other units, they shall be considered "Affected Personnel".

3. All efforts shall be exhausted to place incumbents holding permanent appointments to the approved rationalized staffing pattern. Placement of incumbent personnel to higher positions which constitutes promotion shall not be allowed while placement to same or comparable is not yet completed.

Regular recruitment and placement shall commence when all incumbents are placed to the same or comparable positions in the approved rationalized staffing pattern. The Affected Personnel may apply to the remaining vacant positions and shall vie for the position together with other internal and external applicants. Personnel placed to the same or comparable positions as a result of the rationalization may also vie for promotion to higher position subject to existing QS, using the results of their latest performance ratings.

The agency may perform the preliminary processes of screening and assessment prior to the issuance of the Notice of Organization, Staffing and Compensation Action (NOSCA) by the DBM. The agency shall use the Indicative Staffing Pattern included in the approved Rationalization Plan as reference for placement of personnel to comparable positions.

The agency may also conduct the screening and assessment processes for residual vacant positions after placement to comparable positions. However, the agency shall wait for the issuance of the NOSCA by the DBM prior to issuance of appointment for said positions.

4. Incumbents to positions with functions which have been declared redundant or non-core services/activities of the units/agencies in the departments/agencies and could no longer be accommodated in the agency's approved staffing pattern are also considered "Affected Personnel".
5. Affected Personnel have to decide within two (2) months from the date of approval of the Agency Rationalization Plan on any of the following options to take:
  - 5.1 Retire with the applicable incentives;
  - 5.2 Transfer to other agencies needing additional personnel, to be handled by the CSC, without reduction in salary; or
  - 5.3 Remain in their respective mother agency and their positions shall be marked as coterminus with the incumbent (CTI), to be abolished once vacated, except those personnel occupying medical items who have to be transferred to a Department of Health (DOH)-supervised hospital of their choice, if they will not opt to retire/be separated.

Affected Personnel who would opt to remain in government service but would later decide to retire after the expiration of the two-month deciding period would be allowed to retire under any of the regular retirement schemes, as applicable.

A Summary Report on employees who retired and/or transferred to other agencies, if any, pursuant to EO 366 shall be submitted by the agency concerned to its corresponding CSC Field Office for record purposes.

6. The originating agency of the Affected Personnel is termed as the Mother Agency while the agency where the Affected Personnel will be transferred and placed is termed as the Recipient Agency. The List of Recipient Agencies will be provided by the DBM to the Mother Agencies to help Affected Personnel in choosing their preferred Recipient Agencies.
7. The Mother Agency shall provide the CSC with the list of names of all Affected Personnel who opted to be transferred to other agencies and their preferred three (3) Recipient Agencies.
8. The CSC shall match the position, qualifications and skills of the Affected Personnel with the needs of the identified Recipient Agencies within a period of two months.
9. If after the two-month period has elapsed and the CSC has not found a match in the preferred Recipient Agencies and other agencies within the present province/region of assignment of the Affected Personnel, then the employee shall be transferred to the CSC pool and shall remain therein until a match can be found. The DBM shall likewise transfer the corresponding Personnel Services (PS) budget to the CSC.
10. The Transfer Order (TO), a document which is signed by the CSC Regional Director indicating the place of assignment of the Affected Personnel, shall legitimize the transfer and formal integration of the Affected Personnel to the Recipient Agency. The TO is issued to Affected Personnel concerned, copy furnished the DBM.

Upon receipt by the DBM of the TO, it will prepare and issue the NOSCA, and the necessary Special Allotment Release Order and Notice of Cash Allocation for the PS requirements of the transferred personnel.

11. There shall be no diminution in the salary of the placed personnel. They shall have the full rights to all the benefits which may be available to other government employees, including the Collective Negotiation Agreement (CNA) incentives of the recipient agencies.

In case there is a difference between the benefits enjoyed by employees in the mother agency and in the recipient agency of the placed personnel, the placed personnel shall enjoy the larger benefits for a period of one (1) year.

However, placed personnel shall no longer be entitled to certain allowances such as those that are given corresponding to the performance of specific functions which would no longer form part of their new functions.

12. If a match has been found by the CSC but the Affected Personnel objects to be placed in the Recipient Agency or does not accept the offer for placement, the Affected Personnel shall be deemed separated/retired, and shall be paid separation/retirement/unemployment benefit, whichever is applicable under existing laws, without the corresponding incentives.
13. The placed personnel shall enjoy security of tenure in the agency where they have been assigned in accordance with Civil Service rules and regulations. The positions of the placed personnel in the recipient agency shall be co-terminus with the incumbent, i.e., the item shall be abolished only upon vacancy due to appointment to a position in the absorbing agency, transfer to another government agency, retirement, separation, at which time the funds corresponding to the vacated position shall revert to the General Fund.

This Memorandum Circular shall take effect immediately.

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

February 6, 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL AND LOCAL GOVERNMENTS, STATE COLLEGES AND UNIVERSITIES, INCLUDING GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS

SUBJECT : Decentralizing the Procedures on the Grant of Civil Service Eligibility Under Special Laws and CSC Issuances to the CSC Regional Offices

As contained in CSC Resolution No. 1400186 promulgated on February 4, 2014, the Commission has resolved to adopt and prescribe the decentralization of the procedures on the grant of Civil Service Eligibility under Special Laws and CSC Issuances.

Accordingly, the processing of the grant of the following eligibilities shall be transferred from the CSC Central Office - Examination, Recruitment and Placement Office (ERPO) to the CSC Regional Offices through their Examination Services Divisions:

1. Honor Graduate – Foreign School based on CSC Resolution No. 1302714 promulgated on December 17, 2013;
2. Scientific and Technological Specialist based on PD No. 997;
3. Electronic Data Processing Specialist based on CSC Resolution No. 90-083; and
4. Veteran Preference Rating pursuant to Executive Order No. 132, s. 1948I No. 790, s. 1982.

The Commission has further resolved that the main function of the ERPO on the grant of Civil Service Eligibility under Special Laws and CSC Issuances shall involve the formulation and development of policies, standards, programs and projects and their review and enhancement.

Please be guided accordingly.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

February 11, 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES, DEPARTMENTS, BUREAUS AND NATIONAL GOVERNMENT AGENCIES (NGAs), GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS (GOCCs); AND STATE UNIVERSITIES and COLLEGES (SUCs)

SUBJECT : 2014 National Women's Month Celebration

Pursuant to Presidential Proclamation No. 224, 227 and Republic Act No. 6949, declaring the first week of March of every year as Women's Week, March 8 of every year as National Women's Day and providing for the observance of the month of March as "Women's Role in History Month", the Philippine Commission on Women (PCW) in coordination with the National Government Agencies (NGAs), Non-government Organizations (NGOs) and State Universities and Colleges (SUCs) will be spearheading the National Women's Month Celebration.

This year's theme "*Juana, ang Tatag Mo ay Tatag Natin sa Pagbangon at Pagsulong!*" pays tribute to the strong and resilient "Juanas" who brought inspiring changes here in the country and across the globe.

To promote public awareness in the observance of the event, all government agencies are encouraged to undertake related activities, such as:

- Organizing activities about the observance in your organization and partners;
- Submission to PCW of your organization's calendar of activities for the observance until February 24;
- Hanging of streamer in all government agencies, including Philippine embassies and consulates;
- Uploading of the official logo in government agencies' website, Facebook and Twitter page;
- Participation in the online campaign thread about the observance;
- Inclusion Women's Month IEC materials in all agencies' publications/newsletters;

- Dissemination of information to your networks and partners about various women's issues;
- Participation in the Women Symbol Formation on March 8 and mobilize as many delegates as possible; and
- Conduct agency specific activities and to submit by April 11, 2014 a report of activities conducted to PCW.

All government agencies are enjoined to participate in the Women's Month Celebration and to authorize the attendance of the employees in the "Women Symbol Formation" on official business.

Expenses related to the Women's Month Celebration may be charged to the agency's Gender and Development (GAD) Budget.

For more information, you may contact Nikki Delos Santos at 735-8509 or 0917-6267647 or email [irmd@pcw.gov.ph](mailto:irmd@pcw.gov.ph) or visit [www.pcw.gov.ph](http://www.pcw.gov.ph).

(Sgd.) **FRANCISCO T. DUQUE III, MD, MSc**  
Chairman

February 25, 2014

MEMORANDUM CIRCULAR

TO : HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS, GOVERNMENT-OWNED AND/OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : 114th Anniversary of the Philippine Civil Service

The Anniversary of the Philippine Civil Service will be celebrated this September 2014, marking its 114th year as the stronghold of good governance and national development since the enactment of Public Law No. 5, "An Act for the Establishment and Maintenance of Our Efficient and Honest Civil Service in the Philippine Island," on September 19, 1900.

The upcoming month-long anniversary celebration aims to promote, showcase, and celebrate heroism in public service. It also serves to encourage and inspire state workers in their journey as servant heroes or *lingkod bayani*, as reflected in the theme:

**Tapat na Serbisyo Alay Ko, Dahil Lingkod Bayani Ako**

All government agencies are enjoined to actively take part in this anniversary celebration, which the Civil Service Commission (CSC) will spearhead.

The following activities are to be undertaken at the national, regional and agency levels. All CSC Regional Offices are enjoined to conduct parallel activities in their respective areas:

1. **Display of Anniversary Banner in all government offices**

The design and specifications will be uploaded in the CSC website, [www.csc.gov.ph](http://www.csc.gov.ph).

2. **R.A.C.E. to Serve IV Fun Run**

September 6, 2014, 5:00a.m.

Venue: SM Mall of Asia grounds

Coordinator: CSC National Capital Region (CSC-NCR)

Contact Person: Mr. Henry Pelino (7408412 loc. 201)

Now on its fourth year, the R.A.C.E. to Serve Fun Run is envisioned to be a bigger and better event for the enjoyment of civil servants. The activity is open to all government employees, members of their families, and other private individuals who are Filipino citizens.

The categories are Men's and Women's (3K, 5K, and 10K Distances) with the following cash prizes:

	<b>3K Men's/Ladies Categories</b>	<b>5K Men's/Ladies Categories</b>	<b>10K Men's/Ladies Categories</b>
<b>1<sup>st</sup> place</b>	P10,000	P20,000	P30,000
<b>2<sup>nd</sup> place</b>	P8,000	P16,000	P24,000
<b>3<sup>rd</sup> place</b>	P6,000	P14,000	P22,000

Heads of offices are authorized to issue a directive granting half-day compensatory time-off to government employees who will be participating in the fun run.

Registration period is from April to July 2014 and registration forms will be uploaded on the CSC website. Other information on the fun run (i.e. deadline of registration) will be announced via www.csc.gov.ph. Forms will also be made available at any CSC-National Capital Region Field Office or at the CSC-NCR located at 25 Kaliraya Street, Quezon City.

3. **Honor Awards Program (HAP) Rites for the 2014 Presidential Lingkod Bayan, Dangal ng Bayan, and CSC Pagasa Awardees**

Malacañan Palace, September 2014

Coordinator: Honor Awards Secretariat (CSC Central Office)

Contact information: 02-9317997

The awards rites is the culmination of the annual search for the outstanding public officials and employees. The awards, as

provided by law, are conferred by the President of the Republic of the Philippines. It is slated in September at the Malacañang Palace. Heads of government agencies, especially those with 2014 national winners, are expected to attend the rites.

**4. Government Choral Competition**

*Finals: Cultural Center of the Philippines, Manila*

*September 30, 2014*

*Coordinator: CSC Regional Office No. 4*

*Contact person: Director Ronnie Mendoza (9271830)*

The CSC will once again be holding this choral competition for government employees from Luzon, Visayas, Mindanao, and National Capital Region. The contest aims to showcase the musical creativity of talented government employees and to promote Filipino culture and arts.

Each choral should have 20 to 30 members inclusive of one conductor, and one accompanist belonging to one agency only. They must all be government employees, not under job orders and contracts of service.

Announcements on the general guidelines and regional finals will be made on the CSC website. Registration forms will also be posted online. Please wait for announcements on the deadline for registration.

**5. Special Treats for Government Employees**

*Coordinator: Office for Finance and Assets Management (CSC Central Office) Contact Person: Mr. Sam Manglicmot (02-9317990 and 02-9318179)*

The CSC will be partnering once again with government agencies and private companies to provide special treats for government employees such as free rides on public transportation and discounts on department stores. More information will be posted on the CSC Website.

## REGION-LED/AGENCY-LED ACTIVITIES

All CSC Regional and Field Offices as well as government agencies have the option to do their own version of the activities and contests.

For more information, contact the Public Assistance and Information Office (telephone no. 931-4180, [csc.pmr@gmail.com](mailto:csc.pmr@gmail.com), and TEXTCSC at 0917-8398272) or the nearest CSC regional or field office. Please also visit the CSC website at [www.csc.gov.ph](http://www.csc.gov.ph).

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

March 27, 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES, DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : Encouraging Government Agencies to hire PWDs pursuant to Republic Act No. 7277, as amended

Section 5 of RA 7277 or An Act Providing for the Rehabilitation, Self-Development and Self-Reliance of Disabled Person and their Integration into the Mainstream of Society and for Other Purposes as amended by Section 1 of RA 10524 (An Act Expanding the Positions Reserved for Persons with Disability) provides that:

*“Section 5. Equal Opportunity for Employment. – No person with disability shall be denied access to opportunities for suitable employment. A qualified employee with disability shall be subject to the same terms and conditions of employment and the same compensation, privileges, benefits, fringe benefits, incentives or allowances as a qualified able bodied person.*

*“At least one percent (1%) of all positions in all government agencies, offices or corporations shall be reserved for persons with disability: Provided, That private corporations with more than one hundred (100) employees are encouraged to reserve at least one percent (1%) of all positions for persons with disability.”*

The welfare of PWDs, particularly in opportunities for employment, must be given utmost importance. The Commission calls on all heads of government agencies to help in implementing this provision of law by giving PWDs an equal access to work opportunities within their respective agencies. Thus, all government agencies are earnestly encouraged to hire PWDs in their respective offices not only to observe the above-stated provision of the law but also to give PWDs the same opportunities as non-PWD.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

April 30, 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES, DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS, GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS, AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : Policy on the Computation of Salaries of Employees on Leave Without Pay

Pursuant to CSC Resolution No. 1400454 dated March 21, 2014, the Commission adopts the following formula in the computation of salaries of employees who incur leave of absence without pay:

$$\text{SALARY} = \frac{\text{NO. OF DAYS PAID STATUS}}{22 \text{ DAYS}} \times \text{MONTHLY SALARY}$$

*Where number of days paid status refers to 22 days  
less number of days without pay*

This Memorandum Circular shall take effect fifteen (15) days after the publication of CSC Resolution No. 1400454\* in a newspaper of general circulation.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

May 5, 2014

\*CSC Resolution No. 1400454 was published on April 16, 2014 in Manila Times.

MEMORANDUM CIRCULAR

**TO :** ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

**SUBJECT :** Reiteration of the Anti-Red Tape Act of 2007

The Commission hereby reminds heads of agencies and those with positions of authority in their respective frontline services about the implementation of Republic Act (RA) No. 9485 or the Anti-Red Tape Act (ARTA) of 2007. The Commission has observed many positive actions of agencies as regards its implementation and it is but fitting to reiterate some pertinent provisions of the ARTA and its implementing rules and regulations (IRR).

1. *On the Citizen's Charter*

The Citizen's Charter, in the form of information billboards, should be posted at the main entrance or the most conspicuous place in the office, and in the form of published materials written either in English, Filipino, or in the local dialect, that detail:

- (a) The procedure to obtain a particular service;
- (b) The person/s responsible for each step;
- (c) The maximum time to conclude the process;
- (d) The document/s to be presented by the customer, if necessary;
- (e) The amount of fees, if necessary; and
- (f) The procedure for filing complaints. (Section 6, RA No. 9485)

The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years. (Rule IV, Section 4, CSC MC No.12, s. 2008)

2. *On the Accountability of Heads of Offices and Agencies*

The head of the office or agency shall be primarily responsible for the implementation of the ARTA and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. (Section 7, RA No. 9485)

3. *On the Adoption of Working Schedules to Serve Clients*

Heads of offices and agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours. (Section 8e, RA No. 9485)

4. *On the Identification Card*

All officers or employees transacting with the public shall be provided with an official identification card which should be worn during office hours. The information on the identification card should be easy to read, such that the officials and employees concerned can be easily identified by the clients. (Rule VI, Section 4, CSC MC No.12, s. 2008)

5. *On the Public Assistance and Complaints Desk*

Each office or agency shall establish a public assistance/complaints desk in all its branches. (Section 8g, RA No. 9485)

6. *On the Anti-Fixing Measures*

Fixing and/or collusion with fixers is considered a grave offense with a corresponding penalty of dismissal and perpetual disqualification from public service. (Section 11b, RA No. 9485).

7. *On Excellent Public Service and Customer Satisfaction*

Excellent public service and customer satisfaction is the end goal of the ARTA. The public must see improvements in their overall experience in transacting with government. Particularly, these areas of service delivery should be constantly monitored by heads of agencies:

- a. Service provider - personal disposition of employees providing frontline service specifically on these aspects: response time, attention, knowledge, competence, courtesy and extra mile, and fairness and ethical treatment;
- b. Service quality -quality product or service provided to clients (outcome) and overall time to complete transaction; and
- c. Physical working conditions - availability of basic facilities like clean comfort rooms, waiting areas, and courtesy lanes, and efficient physical set-up of the office which affects the performance, efficiency, and accessibility of the service provided. (Rule VII, Section 1, CSC MC No. 12, s. 2008)

For 2014, service offices of the following identified agencies shall be subjected to the Report Card Survey (RCS): Bureau of Internal Revenue, Government Service Insurance System, Home Development Mutual Fund, Land Registration Authority, Land Transportation Office, Philippine Statistics Authority-National Statistics Office, Philippine Health Insurance Corporation, Professional Regulation Commission, and Social Security System.

Offices surveyed under the RCS are provided numerical scores with their corresponding descriptive ratings:

<b>FINAL SCORE</b>	<b>DESCRIPTIVE RATING</b>
90-100	Outstanding/Excellent
80-89	Good
70-79	Acceptable
0-69	Failed

Outstanding refers to a final score between 90-100, but with a delinquent rating in a sub area of the RCS, while Excellent also refers to the same range of final score without a delinquent rating in any sub-area of the RCS.

Offices which garner Excellent ratings are considered candidates for the Citizen’s Satisfaction Center Seal of Excellence Award (CSC-SEA) and shall be subjected to a series of validation. Results of the 2014 RCS shall be published in a national daily in the first quarter of 2015.

In addition, all agencies and offices are enjoined to post Contact Center ng Bayan posters in their respective offices to gather public feedback. Soft copies of the posters and other materials may be requested from the CSC’s Public Assistance and Information Office e-mail [arta.csc@gmail.com](mailto:arta.csc@gmail.com).

For further reference, the full text of RA No. 9485 and its IRR may be viewed at the CSC website: [www.csc.gov.ph](http://www.csc.gov.ph).

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

May 9, 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL ODIES,  
DEPARTMENTS, BUREAUS AND AGENCIES OF  
THE NATIONAL AND LOCAL GOVERNMENT  
UNITS INCLUDING GOVERNMENT-OWNED  
AND CONTROLLED CORPORATIONS AND STATE  
UNIVERSITIES AND COLLEGES

SUBJECT : Amendment to Section 90, Rule 18 of the Revised Rules  
on Administrative Cases in the Civil Service

Pursuant to CSC Resolution No. 1400514 dated April 2, 2014, Section 90, Rule 18 of the Revised Rules on Administrative Cases in the Civil Service has been amended, to read, as follows:

*“Section 90. When and Where to File – Requests for correction of personal information shall be filed before retirement or on meritorious grounds, one (1) year thereafter, with the CSCRO exercising jurisdiction, and which request shall be acted upon within fifteen (15) days from receipt. Copies of the Order or Resolution issued by the concerned CSCRO shall be submitted to the Integrated Records Management Office as the repository of all personnel records. ”*

The amended Rule shall take effect after fifteen (15) days from publication of CSC Resolution No.1400514\* dated April 2, 2014 in a newspaper of general circulation.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

June 10, 2014

\*CSC Resolution No. 1400514 was published in Manila Times on May 27, 2014

MEMORANDUM CIRCULAR

TO : HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTER; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : Amendment on the Grant of Eligibility to Sanggunian Members (RA No.10156)

In CSC Resolution No. 1400044\* promulgated on January 9, 2014 and which took effect on February 15, 2014, the Commission resolved to amend certain provisions of CSC Resolution No. 1300486 on the Implementing Rules and Regulations of Republic Act No. 10156 on the grant of eligibility to Sanggunian Members.

Below are the revisions:

1. Section 14 (d) on Documentary Requirements:

*d. For Sanggunian Members not included in the DILG Master List, Certification of the services rendered by the Sanggunian Member duly signed by an authorized official from the DILG regional office where he/she served as Sanggunian Member using the appropriate form prescribed by the CSC. (agency to agency)*

2. Section 16 (b) on Duties and Responsibilities:

*b) The DILG, as the repository and custodian of the records of Sanggunian Members, shall perform the following:*

*b.1. provide CSC with copies of available Master list of Sanggunian Members to the CSCRO concerned covering the elections on May 11, 1992 to May 13, 2013, one month after the signing of the CSC-DILG Memorandum of Agreement dated October 23, 2013;*

- b.2. provide a database of Sanggunian Members to include their service record starting with the elections in 2016 and thereafter for submission to the CSCRO concerned within six (6) months after each election;*
- b.3. issue a Certification on the services rendered by Sanggunian Members who are not included in the DILG Master List using the appropriate form prescribed by the CSC. The certification should be signed by an authorized DILG Official from the regional office (agency to agency);*
- b.4. furnish the concerned CSCRO with a list of Sanggunian Members proclaimed by virtue of a recall election and proof of proclamation from the Commission on Elections.*

Applicants for the grant of Sanggunian Member Eligibility (SME) shall submit the attached CS Form 101-J (Revised, December 2013), together with the other documentary requirements, to the CSC Regional/Field Office concerned.

Securing of the certification on the services rendered by Sanggunian Members who are not included in the DILG Master List or whose information in the DILG Master List is lacking/incomplete shall be an agency to agency procedure. Certification on the services rendered by Sanggunian Members submitted or hand-carried by the applicants themselves shall NOT be accepted by the CSC. The processing of application for the grant of SME shall be done only upon receipt of the said certification directly coming from the DILG.

All other provisions of CSC Resolution No. 1300486 not affected hereby, shall remain valid and in force.

(Sgd.) **FRANCISCO T. DUQUE III, MD, MSc**  
Chairman

July 7, 2014

*\*CSC Resolution No. 1400044 was published in Manila Times on January 30, 2014*

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES, DEPARTMENTS, BUREAUS, AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS WITH OR WITHOUT ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : Amendments to Section 7, Rule III, Implementing Rules and Regulations as Amended (Item No. 8 of the Declaration of Pendency/Non-Pendency of Case)

In CSC Resolution No. 1400570 dated April 16, 2014, this Commission has adopted the following amendment to Item No. 8 of the Declaration of Pendency/Non Pendency of Case, thus:

xxx

*“WHEREFORE, in view of the foregoing, the Commission hereby RESOLVES TO AMEND Item No. 8 of the Declaration of Pendency/Non-Pendency of Case to read, as follows:*

*“8. By executing this Declaration of Pendency/Non Pendency of Case, I hereby authorize the Head of Agency to verify the status of any cases(s) filed against me in any forum. “*

As used in the IRR, Head of Agency refers to the person exercising supervision and control over the bureau, office, commission, administration, board, committee, institute, government-owned and controlled corporation with or without original charter, whether performing governmental or proprietary function, government schools, state colleges and universities, or any other unit of the national government as well as local government units where the declarant-retiring official/employee is employed.

Following its publication on May 27, 2014 in the Manila Times, said amendments took effect on June 11,2014.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

July 9, 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES, DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND/OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : Recognized and Accredited Training Institutions (ATI)

In CSC Resolution No. 051858, dated December 14, 2005, as implemented by MC No. 03 s. 2008, dated January 20, 2006, the Commission terminated the Accreditation of Training Institutions (ATI) program.

The program was revived on April 25, 2012 pursuant to **CSC Resolution No. 1200692 "Accreditation of Training Institutions"** as amended by **Resolution No. 1300618**, promulgated April 22, 2012 which was published in Manila Times last April 20, 2013. Relative to this, **CSC Resolution No. 1300981 "Qualification Standards on Training"**, dated May 17, 2013, as implemented by MC No. 21, s. 2013, dated October 29, 2013, enumerated seven (7) general categories of institutions from which training may be acquired. The specific list of training institutions for each of these categories is provided in **CSC Announcement No. 21, s. 2014**, dated April 3, 2014 (updated list is posted at [csc.gov.ph](http://csc.gov.ph)).

CSC Resolution No. 1200692, provides that *"x x x all private training institutions the accreditation of which was terminated pursuant to MC No. 03 s. 2006 and would want to be accredited again, shall apply anew xxx"*. In this regard, the Civil Service Institute (CSI) notified all previously accredited institutions informing them of the new provisions.

However, it has come to the attention of the Commission that some private training institutions are still invoking their previous CSC accreditation in marketing their training programs to the prejudice of the government and to the disadvantage of the public.

Therefore, it is reiterated that:

1. Accreditation granted to all private training institutions prior to the issuance of the revived ATI program (Resolution No. 1200692) is hereby invalidated and revoked. Institutions that intend to be accredited again should apply subject to the guidelines/procedures under the new system of accreditation.
2. Institutions listed under CSC MC 21, s. 2013 are considered CSC recognized or accredited, as the case may be, and training acquired from the same is considered meeting the relevant training requirement, under the Qualification Standards (QS), for appointment to positions in the civil service.

For ATI guidelines, visit [http://excell.csc.gov.ph/CSI/csi\\_atiHOME.html](http://excell.csc.gov.ph/CSI/csi_atiHOME.html).

For strict compliance.

(Sgd.) **FRANCISCO T. DUQUE III, MD, MSc**  
Chairman

July 11, 2014

MEMORANDUM CIRCULAR

- TO :** ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES
- SUBJECT :** Policies for Executive/Managerial Positions; Amendment to CSC MC No. 13, s. 2011

Pursuant to CSC Resolution No. 1400486\* promulgated on March 27, 2014, the Commission adopts the following policies on the training requirements appropriate for appointment to executive/managerial positions (SG-26 and above) in the second level:

1. Generally, the training required for executive/managerial positions in the second level shall be 120 hours of management training taken within the last five (5) years reckoned on the date of assessment.

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

Human Resource Development (HRD) interventions or non-formal interventions, such as coaching, mentoring, job rotation, and others that are supported by certificates issued by the HRMO or authorized official from the government or private sector shall be considered training for meeting the training requirements in the Qualification Standards Manual, provided they are relevant to the position to be filled.<sup>1</sup>

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<sup>1</sup>Item 2, Part IV (On Training) of CSC Resolution No. 030962 and circularized through CSC Memorandum Circular No. 12, s. 2003, Revised Policies on Qualification Standards, dated September 12, 2003

2. For executive/managerial positions in the second level with duties and responsibilities involving practice of profession as reflected in their corresponding Position Description Form (PDF)/Job Description (JD) (i.e. Director of Accounting Department or Legal Office), the Mandatory Continuing Legal Education (MCLE) for BAR passers and the Continuing Professional Education/Development (CPE/CPD) for licensed professionals taken within the last five (5) years may be considered appropriate trainings. Trainings relevant to practice of profession may also be considered in lieu of CPE/CPD. The MCLE, CPE/CPD and/or relevant trainings shall constitute for a maximum of 40 hours of training and the remaining 80 hours shall be management training taken within the last 5 years reckoned from the date of assessment.

*Sample:*

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

Training Requirement : 40 hours of Mandatory Continuing Legal Education and 80 hours of management training
  
  - b. Director III (SG-27) of Accounting Department  

Training Requirement : 40 hours of Continuing Professional Education for Accountants or technical training on Accountancy and 80 hours of management training
3. Executive/managerial positions in the second level with duties and responsibilities which are highly-specialized in nature as shown in their corresponding PDF/JD may require trainings which are highly-technical and/or highly-specialized. These highly-technical and/or highly-specialized trainings shall make-up for a maximum of 80 hours of training and the remaining 40 hours shall be management trainings taken within the last five (5) years reckoned from the date of assessment.

Sample:

a. Chief Information Officer (SG-27)

Training Requirement : 120 hours training, 40 hours of which should involve management and 80 hours training in systems development life cycles, i.e. CMMI and ITIL standards, IT Resources Management Administration and other related information and telecommunications training

b. Department Manager III for Media Affairs Department

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

4. Agencies that have identified the executive/managerial positions in their staffing pattern the duties and responsibilities of which require practice of profession or highly-specialized functions as discussed in items 2 and 3 shall submit the proposed training requirement for such positions for approval of the Commission. A copy of the Position Description Form or Job Description certified by the Agency Human Resource Management Officer and staffing pattern approved by the Department of Budget and Management (DBM) or Governance Commission for GOCCs (GCG) shall be submitted together with the said request.

In the absence of CSC-approved specific training requirements, appointees to executive/managerial positions shall be required to comply with the 120 hours of management training pursuant to CSC Resolution No. 1100472 promulgated on April 8, 2011 and circularized through CSC MC No. 13, 2011 dated May 4, 2011.

These policy guidelines amend Item 2 of CSC Resolution No. 1100472 promulgated on April 8, 2011 and circularized through Memorandum Circular No. 13, s. 2011 dated May 4, 2011. Specifically, said amendment is on the recency requirement of five (5) years on trainings and the ratio of management

to technical training for executive/managerial positions with duties involving the practice of profession or which belong to the same occupational group where practice of profession is required/preferred or those considered highly technical or specialized.

This Memorandum Circular shall take effect immediately.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

July 17, 2014

*\*CSC Resolution No. 1400486 was published in Manila Times on June 20, 2014.*

## MEMORANDUM CIRCULAR

- TO :** ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES
- SUBJECT :** Institutionalization of the Contact Center ng Bayan (CCB) as the Public Feedback Mechanism

The Civil Service Commission (CSC) performs a primary role in the implementation of Republic Act No. 9485, an "Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof", otherwise known as the Anti-Red Tape Act (ARTA) of 2007. Section 5 of CSC Resolution No. 081417 or the ARTA Implementing Rules and Regulations approved on July 24, 2008 states that, "agencies shall institute hotline numbers, short message service, information communication technology and other mechanisms by which clients may adequately express their complaints, comments and suggestions".

In support to the ARTA implementation, the CSC and the National Computer Center (NCC) of the Department of Science and Technology - Information and Communications Technology Office (DOST-ICTO), signed Joint Resolution No. 2010-01 on August 15, 2010 to adopt and promulgate guidelines pertaining to the delivery of frontline services to the public through citizen's helplines, government contact/call centers and future interconnection of the same. This collaboration paved the way for the establishment of the Contact Center ng Bayan (CCB) Project. Its initial implementation was launched on September 27, 2012 with six (6) participating agencies, namely: CSC, ICT Office, Bureau of Internal Revenue (BIR), Philippine Health Insurance Corporation (PHIC), Department of Health (DOH), and Department of Trade and Industry (DTI).

Since its pilot-run, the CCB databank has become a rich source of information for the ARTA program initiatives of the CSC, such that targets for the 2014 Report Card Survey and ARTA Watch are based on the agencies

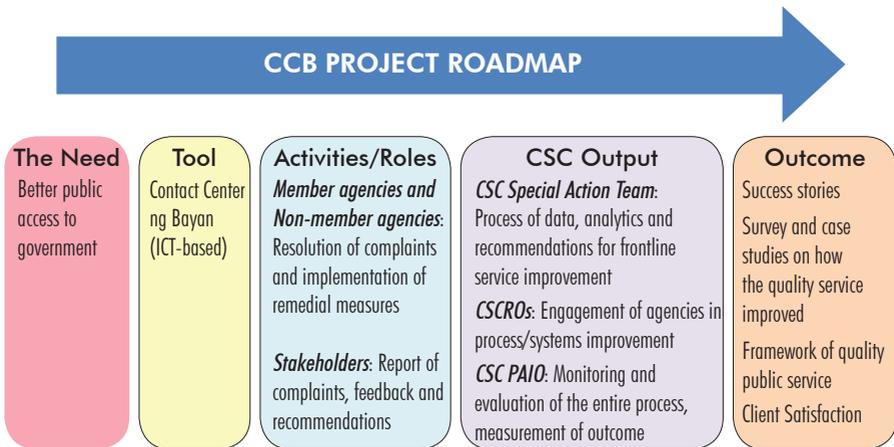
with most number of ARTA-related feedback received through the CCB. The CSC has also begun engagement of agencies with the most number of ARTA-related complaints to further improve frontline service delivery.

With the successful pilot-run of the CCB, the CSC now institutionalizes the Contact Center ng Bayan (CCB) as the Public Feedback Mechanism of the government anchored on the Anti-Red Tape Act of 2007, pursuant to CSC Resolution No. 1400995, promulgated on July 10, 2014 to enhance its procedures and encourage commitment and accountability of government agencies towards prompt resolution of the public’s concerns on public service delivery. The CSC also aims to maximize the use of the CCB by expanding the number of participating agencies and forging partnerships with government offices which intend to use the CCB as feedback tool, all aiming for one goal – to provide excellent public service.

**A. CCB’s Goal**

The CCB acts as a two-way platform. It encourages transparency and accountability in the day-to-day operations of government offices providing frontline services by empowering individual citizens to effectively participate in and contribute to good governance practices.

The long-term goal of the CCB project is to become an effective platform for process and systems improvement in government frontline offices in order to achieve client satisfaction. Hereunder is the roadmap which shall serve as a guide in achieving the project’s goal:



**B. CCB Platforms**

The Contact Center ng Bayan (CCB) provides easy access modes where citizens can request information and assistance on government frontline service procedures and report commendations, appreciations, complaints and feedback. The CCB provides the following platforms:

Hotline: 1-6565 Accessible via PLDT and Smart landlines nationwide  
 SMS/Text Access: 0908-8816565

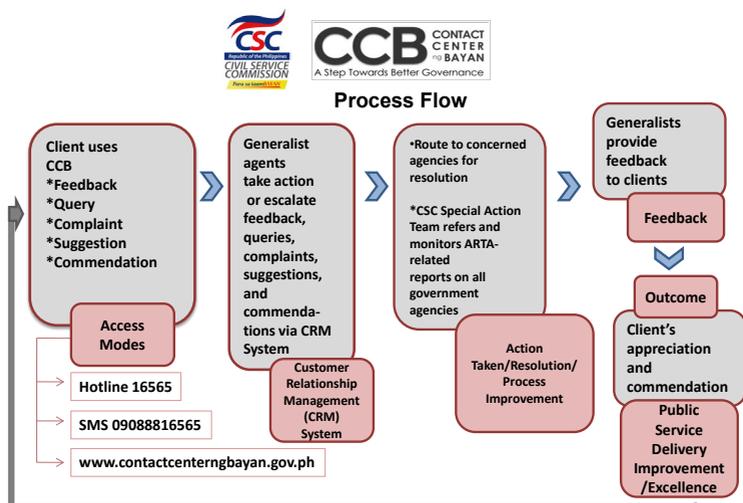
Email Portal via [www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph)

**C. CCB Operating Hours**

The CCB shall operate from Mondays to Fridays, except holidays and work suspensions, 8:00 am to 5:00 pm. Live agents respond to calls made through its hotline facility 16565 also during office hours. The SMS facility 0908-8816565 and email portal via [www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph) may be accessed 24/7, however, appropriate actions will be provided on the succeeding work day. Further, the SMS number takes on/receives text messages only.

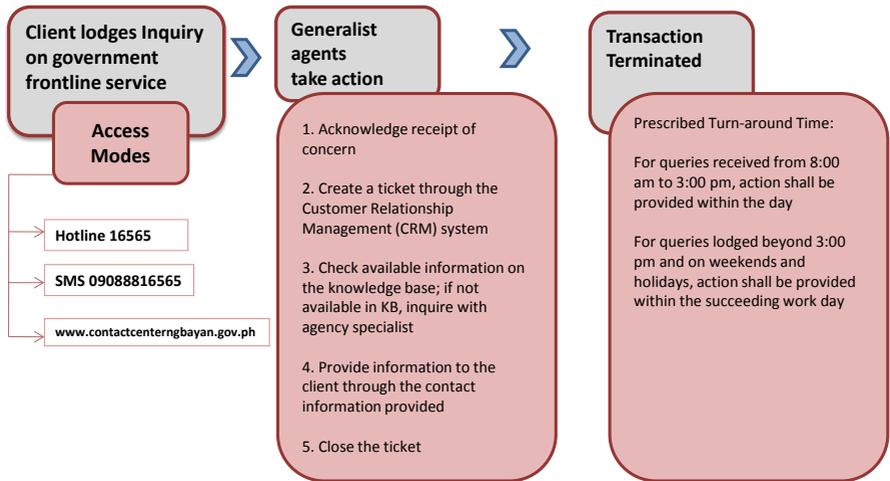
**D. CCB Process Flow**

The CCB shall take immediate action on clients' feedback and concerns lodged through the CCB access modes. The following is the general process flow of the CCB:

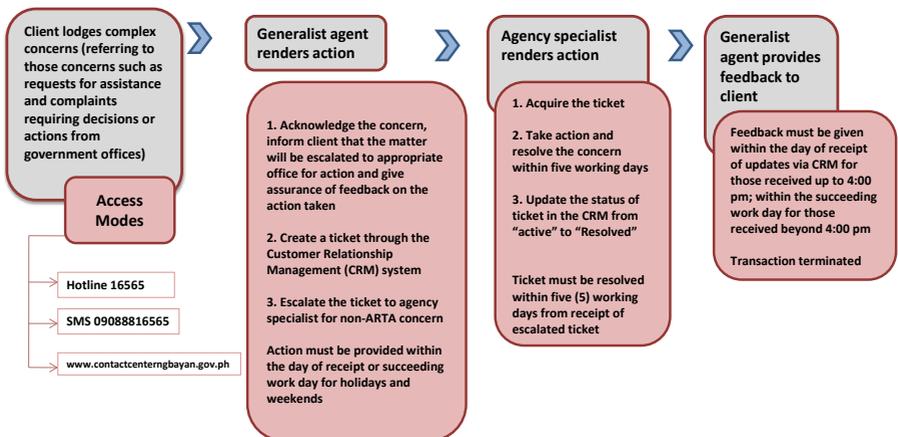


The internal procedures in handling the concerns lodged by the public through the CCB are as follows:

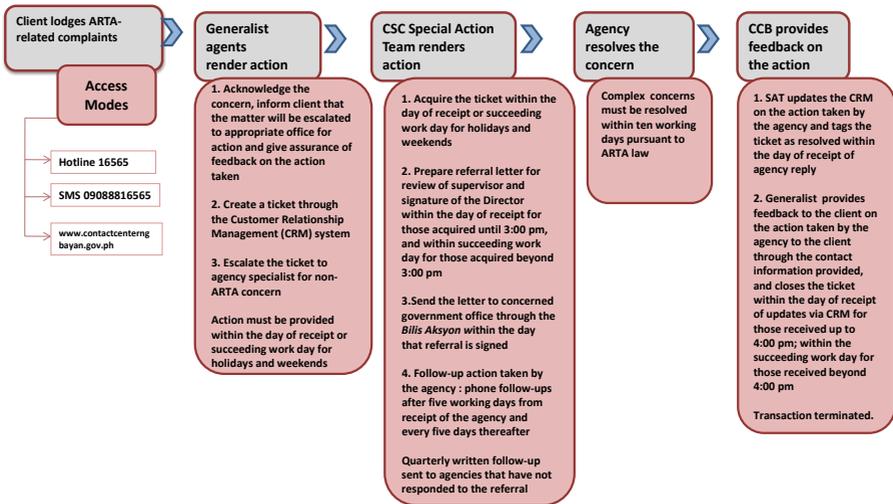
Process Flow for Simple Transactions (Turn-Around Time: Two (2) working days maximum)



Process Flow for Non-ARTA Concerns (Turn-Around Time: Nine (9) days maximum)



## Process Flow for ARTA Concerns (Turn-Around Time: 17 working days maximum)



Concerns on non-member agencies, whether ARTA-related or non-ARTA related, are escalated to the CSC Special Action Team (SAT) for further screening of valid complaints and preparation of referrals. For example, a request for provision of a basketball court or a report on an open-manhole are treated as feedback and are simply referred to a specific agency for information. Tickets are immediately closed with information to the clients that their reports are referred to the agency for information and appropriate action. However, ARTA-related complaints such as, but not limited to, Discourtesy and Non-observance of the No Noon Break Policy are referred and monitored by the SAT until final action is taken by the agency. The client is provided feedback on the corrective measures, assistance or process improvements undertaken by the agency.

In instances when the client is not satisfied with the decision of the agency, then he/she is advised to file a formal complaint following the procedures under the Revised Rules on Administrative Cases in the Civil Service (RRACCS). Pursuance of such action is the complainant's discretion.

## E. CCB Project Management

The Public Assistance Center (PAC) under the CSC Public Assistance and Information Office (PAIO) is created, anchored on the ARTA provision that mandates all government offices or agencies to establish a public assistance/complaints desk. While each frontline service office of the Commission has a public assistance and complaints desk, the PAC serves as the central unit responsible for the management and operations of existing public feedback mechanisms of the Commission including the CCB project.

The PAC works closely with the ARTA Project Management Unit by providing information generated from the CCB which are essential in the validation of excellent ratings of prospective frontline service offices that may qualify for the Citizen Satisfaction Center- Seal of Excellence Award. Public feedback gathered through the CCB also forms part of the National Report of Findings or the consolidated results of the Report Card Survey given to government agencies. Data from the CCB shall further be used for policy directions and initiatives to be proposed in the annual implementation of the Commission's ARTA program.

The PAC shall publish and promote success stories and commendations for agencies' prompt action to clients' feedback through the CCB website, regular publications, media guestings and regular radio program. It shall also create a dashboard of tickets referred to agencies and their status, which will be published in the CCB website.

Heads of government agencies shall ensure prompt action on the public's concerns at all times. They shall designate a focal person or unit to address the needs of the public. They shall also ensure the posting of the CCB poster in all frontline service offices.

Failure on the part of the agency to timely respond to the public's concerns may be a ground for administrative sanctions under the ARTA of 2007 and/or the Republic Act No. 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

July 21, 2014

MEMORANDUM CIRCULAR

**TO :** HEADS OF CONSTITUTIONAL BODIES, DEPARTMENTS, BUREAUS, AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTER; AND STATE UNIVERSITIES AND COLLEGES

**SUBJECT :** ASEAN Week Celebration and Simultaneous Flag Raising Ceremony on August 11, 2014

Pursuant to Proclamation No. 1008 dated May 21, 1997 declaring August 7-13 every year as "ASEAN Week," agencies of the government are enjoined to initiate and implement programs and activities that would help generate awareness on and support for ASEAN.

It may be recalled that in 2013, through CSC MC No. 16, 2013, agencies were encouraged to display the ASEAN Flag as a testament of the Philippines' full commitment to ASEAN community-building goals by 2015, and to participate in various activities to help raise awareness on ASEAN.

This year, the Department of Foreign Affairs will lead the nation in a simultaneous flag raising ceremony to commemorate ASEAN Day on August 11, 2014 at 8:00 in the morning. Agencies are encouraged to participate through hoisting of the ASEAN flag and singing of the ASEAN Anthem (music sheet attached for reference) during their respective flag raising ceremonies.

For inquiries/particulars on the flag raising ceremony, as well as a complete list of activities for ASEAN Week celebration, agencies may get in touch with the Department of Foreign Affairs through the following contact details: telephone (02) 834-4431; email: aseanph@yahoo.com.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

July 23, 2014

MALACAÑANG  
"MANILA

BY THE PRESIDENT OF THE PHILIPPINES

PROCLAMATION NO. 1008

**DECLARING AUGUST 7 TO 13 OF EVERY YEAR AS "ASEAN WEEK"**

**WHEREAS**, the Association of Southeast Asian Nations (ASEAN) was founded on 8 August 1967 in Bangkok, Thailand to promote the economic, social and cultural development of the region through cooperative programs, to safeguard the political and economic stability of the region and to serve as a forum for the resolution of intra-regional differences;

**WHEREAS**, the Philippines is a founding member and has been one of the members of the ASEAN since its establishment thirty years ago;

**WHEREAS**, ASEAN will be celebrating its 30th Anniversary on August 8th this year;

**WHEREAS**, the Philippines recognizes the need to further promote ASEAN awareness, and instill in the minds of the Filipino people the importance, value and meaning of ASEAN in achieving and maintaining regional peace and sustainable development;

**NOW, THEREFORE, I, FIDEL V. RAMOS**, President of the Philippines, by virtue of the powers vested in me by law, do hereby declare August 7 to 13 of every year as "ASEAN WEEK":

All government agencies, specifically the Department of Foreign Affairs (lead agency), Department of Education, Culture and Sports, Department of the Interior and Local Government, Department of Tourism, Department of Trade Industry and the Commission for Higher Education are enjoined to initiate and implement programs and activities to help generate awareness and public support in promoting the observance of ASEAN Week in the various offices, schools, universities, local government units and business establishments.

**IN WITNESS WHEREOF**, I have hereunto set my hand and caused the seal of the Republic of the Philippines to be affixed.

DONE in the City of Manila, this 21st day of May in the year of our Lord, Nineteen Hundred and Ninety-Seven.

By the President:



RUBEN D. TORRES  
Executive Secretary

IN REPLYING, PLEASE CITE:  
PPVR Letter # L970696



L970696



MEMORANDUM CIRCULAR

**TO :** ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

**SUBJECT :** 2014 Outstanding Public Officials and Employees or Dangal ng Bayan Awardees

The Civil Service Commission (CSC), as administrator of the Honor Awards Program, announces the recipients of the 2014 Outstanding Public Official and Employee or *Dangal ng Bayan* Award as chosen by the 2014 Committee on Outstanding Public Officials and Employees or *Dangal ng Bayan* Award:

1. **MR. SALDON A. ARAJIL**  
Police Officer 3  
Philippine National Police  
National Capital Region Special Action Force  
Taguig City
2. **MR. ROLDAN V. COLAS**  
Heavy Equipment Operator I  
Mt. Province District Engineering Office  
Department of Public Works and Highways  
Bondoc, Mt. Province
3. **MR. ALFRED MEL P. DAGAYLO-AN**  
Veterinarian I  
Municipal Government of Polanco  
Zamboanga del Norte

4. **MR. OSCAR MA. GUARDA, JR.**  
Fire Officer III C  
Tanauan Fire Station  
Bureau of Fire Station Regional Office VIII  
Tanauan, Leyte
5. **MS. JUBAIRA A. ISNAIN**  
Chief of Hospital  
Parang District Hospital  
Department of Health-ARMM  
Parang, Sulu
6. **MR. MELECIO J. MAGHANOY**  
University Research Associate II  
University of the Philippines  
Los Baños, Laguna
7. **MS. EUTHEMIA G. PLARIZA**  
Midwife II  
Municipal Government of Dalaguete  
Dalaguete, Cebu
8. **MS. ALICIA B. REBUelta**  
Agricultural Technologist  
Local Government Unit of Kalibo  
Aklan
9. **MS. RHIA B. SOTOMIL**  
Senior Police Officer 3  
Pavia Municipal Police Station  
Philippine National Police Regional Office VI  
Pavia, Iloilo
10. **MR. LUISITO C. TIZON**  
Senior Fire Officer I  
Tanauan Fire Station  
Bureau of Fire Protection Regional Office VIII  
Tanauan, Leyte

As Outstanding Public Officials and Employees or *Dangal ng Bayan* awardees, they shall receive a trophy designed and crafted by National Artist for Sculpture Napoleon V. Abueva and a cash reward of Two Hundred

Thousand Pesos (P200,000.00). Further, pursuant to **Section 6, paragraph 3 of Republic Act 6713, otherwise known as the Code of Conduct and Ethical Standards for Public Officials and Employees**, *incentives and rewards to government officials and employees of the year to be announced in public ceremonies honoring them may take the form of bonuses, citations, directorships in government-owned or controlled corporations, local and foreign scholarship grants, paid vacations, and the like. They shall likewise be automatically promoted to the next higher position with the commensurate salary suitable to their qualifications. In case there is no next higher position or it is not vacant, said position shall be included in the budget of the office in the next General Appropriations Act.*

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

July 24, 2014

MEMORANDUM CIRCULAR

**TO :** ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE COLLEGES AND UNIVERSITIES

**SUBJECT :** 2014 Civil Service Commission Pagasa Winners

The Civil Service Commission (CSC), as administrator of the government's Honor Awards Program, announces the recipients of the Civil Service Commission *Pagasa* Award for this year as approved by the 2014 Special Committee on Presidential *Lingkod Bayan* and Civil Service Commission *Pagasa* Awards:

1. **MARICEL M. BECHAYDA**  
Local Government Operations Officer VI  
Department of the Interior and Local Government Region VI  
Kalibo, Aklan
2. **LOURDES A. FLORIA**  
Principal I  
Zaragoza Elementary School  
Department of Education Region I  
Bacnotan, La Union
3. **ARIEL R. LARONA**  
Museum Technician I  
University of the Philippines Los Baños  
Los Baños, Laguna
4. **RODOLFO B. MODELO**  
Elementary School Principal IV  
Commonwealth Elementary School  
Department of Education - National Capital Region  
Diliman, Quezon City

5. **GILBERT D. PEREMNE**  
Chief Inspector/District Jail Warden  
Bureau of Jail Management and Penology Region VI  
Fort San Pedro, Iloilo City
6. **ROMELA N. RATILLA**  
Senior Science Research Specialist  
Department of Science and Technology Region X  
Cagayan de Oro City
7. **CONCEPCION T. TABABA**  
Master Teacher II  
Tubungan Central Elementary School  
District of Tubungan  
Department of Education Region VI  
Tubungan, Iloilo
8. **CITY AGRICULTURIST'S OFFICE (10 Members)**  
City Government of Tabuk  
Tabuk City, Kalinga

*Team Leader* : Gilbert L. Cawis  
*Team Members* : Julibert L. Aquino  
 Crispina M. Buco  
 Lim N. Ducyogan  
 Marivina B. Martinez  
 Felomina B. Nalog  
 Nobleto N. Sagun  
 Marcelina V. Saquing  
 Fatima P. Solimen  
 Victor G. Yague

9. **DAVAO CITY CENTRAL COMMUNICATION AND EMERGENCY RESPONSE CENTER (CENTRAL 911) (2 Members)**  
City Government of Davao  
Davao City

*Team Leader* : Marcelino P. Escalada Jr.  
*Team Member* : Emmanuel R. Jaldon

**10. MARINDUQUE ANIMAL AND WILDLIFE RESCUE EMERGENCY RESPONSE TEAM (6 Members)**

Provincial Government of Marinduque  
Boac, Marinduque

*Team Leader* : Josue M. Victoria  
*Team Members* : Glenn Q. Deligero  
Hilario O. Lanete  
Randolfo A. Largo  
Eddie Mar R. Laylay  
Renata R. Montante

**11. SPECIAL AUDIT TEAM TASKED TO AUDIT THE OFFICE OF THE REGIONAL GOVERNOR - AUTONOMOUS REGION FOR MUSLIM MINDANAO (ORG-ARMM) (8 Members)**

Commission on Audit  
Commonwealth Avenue, Quezon City

*Team Leader* : Evelyn P. Reyes  
*Team Members* : Florete S. Avila  
Marilyn C. Bibat  
Joselita G. Corteza  
Grace T. De Castro  
Gale Katherine M. Hernandez  
Elsielin C. Masangkay  
Dondon P. Marcos

**Section 6, item b, Rule X, (Employees Suggestions and Incentive Awards System) of the Omnibus Rules Implementing Book V of Executive Order No. 292, and CSC Memorandum Circular No. 03, dated 28 January 1992 provided that Civil Service Commission Pagasa Awardees shall receive gold-gilded medallion and plaque containing the citation and signature of the Chairman of the Civil Service Commission.**

Moreover, based on the Message of His Excellency, President Benigno S. Aquino III on October 15, 2010 during the Awards Rites of the 2010 Outstanding Public Servants, His Excellency directed the Presidential Management Staff to rectify the condition of awardees' cash reward in consultation with the Department of Budget and Management for fund source. Thus, the recipients of the Civil Service Commission Pagasa Award (individuals and groups/teams) in 2011, 2012, and 2013 received cash reward of **One Hundred Thousand Pesos (P100,000.00)** each. These were

specified in CSC Resolution Nos. 1101501-A dated 08 November 2011, 1201147 dated 22 August 2012, and 1301973 dated 27 August 2013 as well as CSC Memorandum Circular No. 18 dated 29 August 2013.

Furthermore, CSC Resolution No. 1301973 emphasized that unless otherwise amended, the cash reward and non-monetary incentives identified in said Resolution shall, henceforth be applicable for Civil Service Commission Pagasa awardees in succeeding years. **Therefore, the 2014 Civil Service Commission Pagasa awardees, both individual and group/team awardees, shall also receive a cash reward of One Hundred Thousand Pesos (P100,000.00) each.**

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

August 20, 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : Addendum to MC No. 06, s. 2014 (114th Anniversary of the Philippine Civil Service)

To mark a milestone in the history of excellence and professionalism in the bureaucracy, the Civil Service Commission shall hold the first Anti-Red Tape Act (ARTA) Testimonial Rites entitled, *Celebrating Excellence in Public Frontline Service* on the day of the 114<sup>th</sup> Anniversary of the Philippine Civil Service, **19 September 2014**.

This activity aims to recognize and appreciate government agencies and the Commission's partners who have been part of integrating customer service in the daily life of public frontline service.

In the same event, the CSC shall launch a coffee table book, *Breakthrough: Game-changers in Public Frontline Service Delivery*, which contains best practices from selected offices and agencies on how they achieved exceptional customer satisfaction based on the CSC's Report Card Survey.

For more information, contact the Public Assistance and Information Office through telephone no. (02) 931-7993 and (02) 932-0179 or email [arta.csc@gmail.com](mailto:arta.csc@gmail.com).

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

August 26, 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND/OR CONTROLLED CORPORATIONS; AND STATE COLLEGES AND UNIVERSITIES

SUBJECT : Clarification on the Practice of Wearing Hijabs for Female Muslims in Government Institutions

Pursuant to CSC Resolution No. 1401281 dated September 4, 2014, the Commission approves the following clarification relative to the practice of wearing hijabs for female Muslims in government institutions, thus:

1. The wearing of "hijab" (headscarves) among Muslim women shall be allowed in government offices.
2. Heads of public health care institutions, especially in areas such as wards, operating room, intensive care units and burn units, among others, shall allow the wearing of "hijab" inside their premises. However, health institutions may modify this mode of dressing to conform to their rules and regulations concerning infection control and aseptic techniques but still observing the religious rights of Muslim workers/students/trainees;
3. Government institutions that require taking of pictures, e.g., application for licensure examinations, passport, clearance and the like may set conditions on the wearing of hijab. Such conditions may include, but not limited to, 1) removal of the hijab in the presence of a woman photographer for picture-taking; and 2) if the female Muslim applicant does not acquiesce, taking of picture may be allowed showing full-face and both ears without necessarily taking off the hijab; etc

However, the conditions imposed by institutions should not run counter to the concept of wearing the hijab, i.e., representing modesty, morality, and privacy, etc.

These clarification shall take effect immediately.

Please be guided accordingly.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

September 9, 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : Rescheduling of the Anti-Red Tape Act Testimonial Rites (Previously Announced through MC No. 19, s. 2014)

The Anti-Red Tape Act (ARTA) Testimonial Rites entitled, *Celebrating Excellence in Public Frontline Service*, previously announced through CSC Memo Circular No. 19, s. 2014, has been rescheduled from September 19 to October 22, 2014.

This activity aims to recognize and appreciate government agencies and the Commission's partners who have been part of integrating customer service in the daily life of public frontline service, in line with the 114<sup>th</sup> Philippine Civil Service Anniversary theme, *Tapat na Serbisyo Alay ko Dahil Lingkod Bayani Ako*.

In the same event, the CSC shall launch a coffee table book, *Breakthrough: Game-changers in Public Frontline Service Delivery*, which contains best practices from selected offices and agencies on how they achieved exceptional customer satisfaction based on the CSC's Report Card Survey.

For more information, contact the Public Assistance and Information Office through telephone no. (02) 931-7993 and (02) 932-0179 or email [arta.csc@gmail.com](mailto:arta.csc@gmail.com).

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

September 11, 2014

MEMORANDUM CIRCULAR

TO : HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTER; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : Adoption of Four-Day Workweek Scheme in Government Agencies in Metro Manila

The Civil Service Commission, as the central human resource institution of the government, is mandated by the Constitution to establish a career service, adopt measures to promote morale, efficiency, integrity, responsiveness, and courtesy in the civil service, strengthen the merit and rewards system, integrate all human resource development programs for all levels and ranks, and institutionalize a management climate conducive to public accountability.

Section 12 (3), Title I, Subtitle A, Book V of the Administrative Code of 1987 (Executive Order No. 292), conferred on the Civil Service Commission the power and function to *“promulgate policies, standards and guidelines for the Civil Service and adopt plans and programs to promote economical, efficient and effective personnel administration in government”*.

Section 7, Rule XVII (Government Office Hours) of the Omnibus Rules Implementing Book V of EO 292 and Other Pertinent Civil Service Laws provides that in the exigency of the service, or when necessary by the nature of the work of a particular agency and upon representations with the Commission by the department heads concerned, requests for the rescheduling or shifting of work schedule for a number of working days less than the required five (5) days may be allowed provided that government officials and employees render a total of forty (40) hours a week and the public is assured of core working hours of eight in the morning to five in the afternoon continuously for the duration of the entire work week.

In pursuit of the CSC's vision to be Asia's leading center of excellence for strategic human resource and organization development, there is a compelling need for the CSC to develop policies, standards and programs that promote work-life balance, drive individual and organizational performance, and maintain high levels of employee satisfaction and engagement.

In line with the CSC vision and purpose and in response to the worsening traffic situation in Metro Manila brought about by major infrastructure projects, the CSC conducted a survey on alternative work schemes and employee services that may be adopted by the government.

In view thereof, the Commission has promulgated in CSC Resolution No. 1401286\* dated September 8, 2014, the attached Guidelines on the *Four-Day Workweek Scheme in the Government*.

All rules, regulations and issuances of the Commission which do not conform to the attached guidelines are repealed, amended or modified accordingly.

This Memorandum Circular shall take effect immediately.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

September 12, 2014

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\*CSC Resolution No. 1401286 was published in the Philippine Star on September 27, 2014.

# GUIDELINES ON THE FOUR-DAY WORKWEEK SCHEME IN THE GOVERNMENT

## A. Background and Rationale

As the central human resource institution of the Philippine Government, the Civil Service Commission (CSC) develops policies, standards and programs that drive individual and organizational performance and maintain high levels of employee satisfaction and engagement. In the face of technological and infrastructure disruptions, one critical area that the CSC has to look into is work-life balance of government employees.

The Metro Manila Skyway, a major infrastructure project of the Philippine government in partnership with the private sector, is now on its third phase. It is expected to create very heavy traffic along EDSA and nearby areas, affecting the commuting public, including government employees.

To contribute to lessening the impact of the road constructions and the anticipated heavier traffic condition in Metro Manila on government employees, the CSC conducted a study on alternative work schemes for employees in the public sector. The majority of the survey respondents selected the Four-Day Workweek Scheme as the best option to significantly address the traffic situation in Metro Manila, increase efficiency, productivity and employee engagement.

## B. Objectives

The CSC encourages government agencies in Metro Manila to implement a four-day workweek scheme to achieve the following objectives:

- a) Contribute in lessening the volume of traffic in Metro Manila, especially during the implementation of the Metro Manila Skyway 3 project;
- b) Increase employee efficiency and organizational performance;
- c) Promote work-life balance among the employees; and
- d) Enhance employee engagement, morale and productivity.

### C. Concept and Definition

The four-day workweek scheme is an alternative arrangement whereby the normal workweek is reduced to four days but the number of work hours per day is increased to 10 hours so the total number of work hours per week remains at 40 hours.

### D. Coverage and Pre-Requirements

Government agencies in Metro Manila that meet the following pre-requirements may opt to adopt the scheme:

- a) Agency's frontline services can be accessed by the public online;
- b) Agency has a one-stop shop;
- c) Agency has a functional call center/PABX telephone system that allows calls to be diverted to the Officers-of-the-Day or alerts the caller that the office is closed on that day; and
- d) Agency has baseline data on the agency's overall performance, employee absenteeism rate, employee tardiness rate, state of employees' health and wellness, employee satisfaction level, employee turnover rate, electrical consumption, and client satisfaction level/rating.

### E. Guidelines

1. The CSC grants blanket approval to agencies that meet the pre-requirements and opt to implement the four-day workweek scheme. The scheme, with work from Monday to Thursday, or Tuesday to Friday, with fixed office hours from 8:00a.m. to 7:00 p.m., for a total of ten (10) hours a day exclusive of one (1) hour lunch break, shall initially be implemented by participating agencies in Metro Manila for one year, starting in September 2014.
2. Flexible time schedules or flexi-time shall be suspended in agencies that will adopt the four-day workweek scheme.

3. The Agency Head shall submit a notice to the Civil Service Commission, through the CSC Field Office and Regional Office concerned, of the intention to adopt the four-day workweek scheme. The notice shall indicate the work schedule that the agency will adopt - Monday to Thursday or Tuesday to Friday - and shall include a Certification by the Agency Head of the agency's compliance with the pre-requirements.
4. The implementation of the new work schedule shall not be earlier than fifteen (15) days after submission of the agency's notice to the CSC.
5. Agencies that will implement the four-day workweek scheme shall ensure widespread information dissemination on the new work schedule so that the transacting public can adjust to the new office hours. The new work schedule shall be posted in front of the office premises and in the agency's website fifteen (15) days before the start of the implementation of the work scheme.
6. The new office hours of participating agencies shall also be published in the CSC website and in the national government website ([www.gov.ph](http://www.gov.ph)).
7. During the transition period or the first month of implementation of the new work scheme, participating agencies shall continue to be open five days a week, with a skeletal workforce for the frontline services on the supposed rest day (Monday or Friday) in the agency.
8. Participating agencies shall develop a feedback system to solicit the opinion of the employees and clients of the agency.
9. Participating agencies shall formulate their internal rules in the implementation of the four-day workweek scheme.
10. The internal guidelines shall contain a provision whereby the Commission retains the authority to revoke or suspend an agency's authority to implement the four-day workweek scheme based on the demands of the public or complaints reported to the Contact Center ng Bayan. The CSC can also assist the agencies in developing an action plan to resolve problems in their frontline service delivery.

11. The Agency Head may also decide to suspend or discontinue the implementation of the four-day workweek scheme if problems in the delivery of quality service to clients are encountered.
12. Any work beyond 10 hours a day shall be subject to overtime premium or compensatory time-off in accordance with pertinent policies and accounting rules and regulations.
13. Participating agencies shall conduct monitoring and evaluation (M&E) and impact assessment on the following areas:
  - a) agency's overall performance
  - b) employee absenteeism rate
  - c) employee tardiness rate
  - d) state of employees' health and wellness
  - e) employee satisfaction level
  - f) employee turnover rate
  - g) electrical consumption
  - h) client satisfaction level/rating
14. Agencies shall submit to the CSC through the CSC Field Office and Regional Office concerned a mid-term evaluation report on the implementation of the four day workweek scheme six months after the start of the implementation and an impact assessment report, with recommendations, two weeks after the end of the first year of implementation.

MEMORANDUM CIRCULAR

**TO :** ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

**SUBJECT :** Mandatory Display of the Contact Center ng Bayan (CCB) Posters

The Contact Center ng Bayan (CCB) is institutionalized as the public feedback mechanism of the government anchored on Republic Act No. 9485 or the Anti-Red Tape Act (ARTA) of 2007 through Civil Service Commission (CSC) Resolution Number 1400995. The CCB empowers citizens to effectively participate in the improvement of the frontline service delivery, systems and procedures through their feedback relayed via the CCB access modes: 0908-8816565 for text messages, 1-6565 for calls, and [www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph) for emails.

All heads of agencies are enjoined to support the massive dissemination of information on the CCB by displaying posters in conspicuous places in all their respective frontline service offices. The posting of CCB posters shall be inspected by the CSC during the conduct of spot-checks, ARTA Watch, and Report Card Survey (RCS).

CSC shall initially provide CCB posters; agencies may replicate the same. The soft copy of the CCB poster is available via the CCB website: [contactcenterngbayan.gov.ph](http://contactcenterngbayan.gov.ph).

Attached is a sample copy of the CCB poster for your reference.

For inquiries regarding the Anti-Red Tape Act of 2007 and the Contact Center ng Bayan, you may contact CSC's Public Assistance and Information Office via (02) 932-0111 and (02) 932-0179 or email [feedback@webmail.csc.gov.ph](mailto:feedback@webmail.csc.gov.ph).

For strict compliance.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

September 30, 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES, NATIONAL GOVERNMENT AGENCIES (NGAs), LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS (GOCCs), AND STATE UNIVERSITIES AND COLLEGES (SUCs)

SUBJECT : 2014 18-Day Campaign to End Violence Against Women (VAW)

Republic Act 10398 declares November 25 of every year as the National Consciousness Day for the Elimination of Violence Against Women and Children.

Under the law, government Agencies are mandated to organize, engage or participate in activities designed to raise public awareness on the problem of violence and elimination of all forms of violence against women and children.

To promote public awareness in the observance of the event, all government Agencies are enjoined to actively participate in the various 18-Day Campaign to End VAW Activities in line with reinforcing the theme, **“End VAW Now. It’s Our Duty!”**, as follows:

1. Organizing activities about the observance;
2. Displaying or hanging of event’s streamer in accordance with the prescribed design provided by the PCW. The design and logo can be downloaded from the PCW website ([www.pcw.gov.ph](http://www.pcw.gov.ph));
3. Uploading of the official logo and campaign video in the Agency’s website, facebook account and/or twitter page;
4. Participation in the online campaign thread about the observance;
5. Inclusion of 18-day campaign IEC materials in the Agency’s publications/newsletters;
6. Dissemination of information to Agency’s networks and partners about various forms of VAW, its causes, and responsibilities of laypersons in ending this scourge; and

7. Participation in the 2014 Walk to End VAW activity on 25 November at Quezon Memorial Circle and mobilize as many delegates as possible.

Expenses related to the 18-day Campaign to End VAW may be charged to the Agency's Gender and Development (GAD) Budget.

All government Agencies are also requested to submit their calendar of activities to the Philippine Commission on Women (PCW) for consolidation and dissemination, through the PCW website ([www.pcw.gov.ph](http://www.pcw.gov.ph)) on or before November 5, 2014.

For more information, you may contact Nikki Delos Santos at 735-8509 or 0917-6267647 or email her at [media@pcw.gov.ph](mailto:media@pcw.gov.ph).

(Sgd.) **FRANCISCO T. DUQUE III, MD, MSc**  
Chairman

October 14, 2014

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND/OR CONTROLLED CORPORATIONS; AND STATE COLLEGES AND UNIVERSITIES

SUBJECT : Recording of Services Rendered in the Government; Amendment to CSC Resolution No. 062179 dated December 6, 2006

Pursuant to CSC Resolution No. 1401316\* promulgated on September 12, 2014, the Commission amends Section A of Resolution No. 062179 dated December 6, 2006, as follows:

- A. Actual services rendered starting January 1, 2015 pursuant to a defective appointment<sup>1</sup> or without any appointment shall no longer be credited as government service.

However, officials and employees who rendered actual services before January 1, 2015 pursuant to defective appointments or without any appointment, except those who have already retired under existing laws<sup>2</sup> but not under Executive Order No. 366, may still submit the request for the inclusion of said services with the CSC Regional Office (CSCRO) concerned until the last working day of 2014 only.

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<sup>1</sup>Defective appointment refers to disapproved or invalidated appointment as a result of the person not meeting the qualifications for the position; or having been found guilty of a crime which carries the accessory penalty of perpetual disqualification from public office, unless a pardon has been granted; or having been dismissed from the service for cause, unless an executive clemency has been granted; or having intentionally made a false statement of any material fact or having practiced or attempted to practice any deception or fraud in connection with the appointment; or as a result of the appointment being issued in violation of existing Civil Service Law, rules and regulations. Disapproved appointments apply to regulated agencies while invalidated appointments apply to agencies accredited to take final action on appointments. The disapproval/invalidation of appointment refers to the Commission action. The disapproval/invalidation by the CSC Field Office/Regional Office is not final pending appeal to the Commission.

<sup>2</sup>The Commission may grant requests filed after retirement under existing laws in extremely meritorious cases.

Henceforth, the CSC shall no longer accept any request for accreditation of service pursuant to defective appointments or without any appointment.

The following guidelines shall be observed:

1. An appointment that is disapproved/invalidated by the CSC Field Office (CSCFO) or CSCRO shall bear the notation, "CSC action is deemed final if no Motion for Reconsideration or Appeal is filed by the appointing authority or appointee within 15 days from receipt."
2. The Agency Head and the appointee shall each be furnished with a notice of the disapproval/invalidation of the appointment through registered mail.
3. The Agency Head or the appointee may appeal the invalidation/disapproval of an appointment. The appeal should be filed with the CSCRO (in case the invalidation/disapproval is made by the CSCFO) or CSC Central Office (if the invalidation/disapproval is made by the CSCRO) within fifteen (15) days from receipt by the Head of Agency or the appointee, of the notice/letter of invalidation/disapproval.
4. If an appeal on a disapproved/invalidated appointment is granted by the CSCRO or by the Commission, the dispositive portion of the CSCRO or Commission Resolution shall state that the actual services rendered by the appointee are deemed included in his/her service record, without the need to file a request for accreditation of services.
5. If an appeal on a disapproved/invalidated appointment issued on or before December 31, 2014 is dismissed by the CSCRO or by the Commission, the dispositive portion of the CSCRO or Commission Resolution shall state the automatic accreditation of the employee's actual services up to December 31, 2014 only and the entitlement of the employee to salaries for actual services rendered under the *de facto* principle.<sup>3</sup>

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<sup>3</sup>A *de facto* officer is one who is not fully invested with all the powers and duties conceded to the office, but is exercising the office under some color of right. Under the *De Facto Officer* principle, a *de facto* officer, who, in good faith has had possession of the office, has discharged the duties pertaining thereto, is legally entitled to the emoluments of the office, and may in an appropriate action recover the salary, fees and other compensation attached to the office. (Source: Philippine Law Journal, volume 36, no. 2)

6. If an appeal on a disapproved/invalidated appointment issued on January 1, 2015 and onwards is dismissed by the CSCRO or by the Commission, the dispositive portion of the CSCRO or Commission Resolution shall state the entitlement of the employee concerned to salaries for actual services rendered.<sup>3</sup>
7. Entitlement to salaries and other compensation shall terminate from the time of receipt by the agency/employee of the decision affirming the disapproval/invalidation of appointment.
8. The delay in the submission of appointment or Report on Appointments Issued (RAI) to the CSCFO or CSCRO shall not be taken against the appointee. The effective date of appointment shall not be adjusted based on the delay, thus the original date of appointment shall be retained. The responsible official/s who caused the delay in the submission of the appointment may be held administratively liable for neglect of duty.
9. The CSCFO/CSCRO shall furnish the Commission on Audit (COA) a copy of Letter/Order/Resolution disapproving/invalidating the appointments.

This Memorandum Circular shall take effect immediately

(Sgd.) **FRANCISCO T. DUQUE III, MD, MSc**  
Chairman

October 23, 2014

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*\*CSC Resolution No. 1401316 was published in the Philippine Star on September 27, 2014.*

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : CSI Leadership Series

Pursuant to CSC Resolution No. 1401514 promulgated on October 20, 2014, the Commission, through its learning and development arm, the Civil Service Institute (CSI), shall conduct on a quarterly basis, **CSI Leadership Series** aimed at providing public sector leaders with updates and emerging trends in the field of leadership and management.

The Leadership Series is a learning intervention for executives, managers, and division chiefs (or its equivalent) that credits an eight (8) hour leadership and management training for successful participants. CSC will charge an amount of P5,000.00 registration fee. As a CSC-training/learning and development activity, it is not covered by the ceiling of P1, 200/day registration fee set by the Department of Budget Management (DBM) through National Budget Circular No. 486, dated March 26, 2003.

This Memorandum Circular shall take effect immediately.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

October 24, 2014

MEMORANDUM CIRCULAR

**TO :** ALL HEADS OF CONSTITUTIONAL BODIES, DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS (LGUs); GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS; STATE UNIVERSITIES AND COLLEGES

**SUBJECT :** 2014 National Human Rights Consciousness Week Celebration

December 4 to 10 of each year marks the celebration of the National Human Rights Consciousness Week (NHRCW) in the country as provided under Republic Act No. 9201 or the National Human Rights Consciousness Week Act. The 66th year of Universal Declaration of Human Rights (UDHR) will also be commemorated on December 10, 2014.

Republic Act No. 9201 constituted a national committee that will spearhead the celebration and enjoin the participation of all government offices. The committee is composed of the following:

Chairperson	Chairperson, Commission on Human Rights (CHR)
Vice-Chairperson	Chairperson, Civil Service Commission (CSC)
Members	One representative from each of the following agencies:

- Department of Education (DepEd)
- Department of Foreign Affairs (DFA)
- Department of the Interior and Local Government (DILG)
- Department of Justice (DOJ)
- Department of Labor and Employment (DOLE)
- Department of National Defense (DND)
- Department of Social Welfare and Development (DSWD)
- Philippine National Police (PNP)

One (1) representative each from two (2) human rights non-government organizations as members, to be appointed by the President, upon recommendation of the CHR

The theme of this year's celebration "*Mamamayan at Pamahalaan, Kapit-bisig sa Pagsulong ng Karapatan sa Kaunlaran!*" underscores that people should claim their right to development. The theme also reflects the need for government-citizen partnership in promoting the right to development.

The celebration will be marked by the following activities:

1. Start of Display of Celebratory Streamers for the 2014 NHRCW and the 66th Anniversary of UDHR. The streamers will be posted from December 1-31, 2014. (Please refer to streamer design)
2. Launch of the R.A. No. 9201 Contest
3. "*Ulat sa Bayan: Status of the Implementation of R.A. 10368*" Malacañan Palace on December 10, 2014 at 9:00 A.M. - 11 :00 A.M.
4. Holding of the Human Rights Caravan on December 10, 2014

The Caravan on Human Rights and Access to Justice will start at 1:00 P.M. at the Quirino Grandstand in Manila and will end at the Quezon Memorial Circle in Quezon City. (Please refer to Caravan mechanics)

5. Signing of the Declaration of Commitment to the National Monitoring Mechanism for Extra-Judicial Killings, Forced Disappearances and Torture (with support from the European Union-Philippines Justice Support Programme II)
6. Reading of the Messages of His Excellency, President Benigno S. Aquino III and CHR Chairperson Loretta Ann P. Rosales during the flag-raising rites on December 1, 8, 15, 22 and 29, 2014.

7. Recitation of the *“Panata sa Karapatang Pantao”*, copy enclosed, during the flag raising rites on December 1, 8, 15, 22 and 29, 2014.

Government offices as well as private education/learning institutions are encouraged to celebrate the NHRCW through simple, appropriate and meaningful activities consistent with the objective of R.A. No. 9201 and the mandate of the agency/institution. Streamer design, T-shirt design, Caravan details, the *“Panata sa Karapatang Pantao”*, and the list of specific activities of various government agencies may be accessed via the CHR’s website at [www.chr.gov.ph](http://www.chr.gov.ph).

Please be guided accordingly.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

November 20, 2014

## MEMORANDUM CIRCULAR

TO : HEADS OF CONSTITUTIONAL BODIES;  
DEPARTMENTS, BUREAUS AND AGENCIES OF THE  
NATIONAL GOVERNMENT; LOCAL GOVERNMENT  
UNITS; GOVERNMENT-OWNED OR CONTROLLED  
CORPORATIONS WITH ORIGINAL CHARTERS  
AND STATE COLLEGES AND UNIVERSITIES

SUBJECT : 2015 Search for Outstanding Public Officials and  
Employees

The Civil Service Commission announces the start of the 2015 Search for Outstanding Public Officials and Employees as mandated in the 1987 Philippine Constitution, Executive Order No. 292 of the 1987 Administrative Code, Executive Order No. 508, series of 1992, as amended by Executive Order No. 77, series of 1993, and Republic Act No. 6713. As provided under Section 35, Chapter 5, Book V of the Revised Administrative Code of 1987 on the Civil Service Commission, the CSC shall act as the Honor Awards Program (HAP) Management Team and shall conduct the annual search for public exemplars.

The Search covers three (3) award categories, namely: the Presidential *Lingkod Bayan* Award, the Outstanding Public Officials and Employees Award or the *Dangal ng Bayan* Award, and the Civil Service Commission *Pagasa* Award. The conferment of the awards forms part of the Commission's advocacy of promoting excellence and recognizing as well as rewarding civil servants for outstanding performance, contribution and achievements, and/or consistent manifestation of exemplary ethical behavior in the public service. Group nominations for the Presidential *Lingkod Bayan* Award and the Civil Service Commission *Pagasa* Award are strongly encouraged.

The 2014 Guidelines shall apply for the 2015 Search, with an enhanced nomination form. Heads of agencies and state workers are enjoined to participate actively promoting the prestigious Search and submitting nominations. The guidelines and enhanced nomination forms are available in the CSC Regional and Field offices nationwide and at [www.csc.gov.ph](http://www.csc.gov.ph).

For inquiries, the HAP Management Team may be reached through telephone numbers (02) 931-7993; (02) 932-0381; (02) 932-0111; TextCSC 09178398272 or email address: hapsecretariat@yahoo.com.

Nominations shall be submitted to the CSC Regional and/or Field Offices. Deadline for submission of nominations is on March 31,2015.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

November 24, 2014

MEMORANDUM CIRCULAR

**TO :** ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

**SUBJECT :** 2014 Presidential *Lingkod Bayan* Awardees

The Civil Service Commission (CSC), as administrator of the Honor Awards Program, announces the recipients of the 2014 Presidential *Lingkod Bayan* Award as chosen by the 2014 Committee on Presidential *Lingkod Bayan* and Civil Service Commission *Pagasa* Awards and approved by His Excellency, President Benigno S. Aquino III:

1. **BRIG. GEN. ROLANDO M. AQUINO**  
Philippine Air Force  
Lapu-Lapu City
2. **COMMISSIONER KIM S. JACINTO-HENARES**  
Bureau of Internal Revenue  
Quezon City
3. **MR. ELTON MONET B. MERELOS**  
Aircraft Mechanic I  
Philippine Air Force  
Lapu-Lapu City
4. **MR. ALFREDO E. PASCUAL**  
President  
University of the Philippines  
Diliman, Quezon City
5. **MR. MUDJEKEEWIS D. SANTOS**  
Scientist I  
Bureau of Fisheries and Aquatic Resources  
National Fisheries Research and Development Institute  
Quezon City

6. **DR. ROMEO G. SEGUBAN**

Professor II  
Isabela State University  
Ilagan, Isabela

7. **MR. EDGARDO E. TULIN**

University Professor  
Visayas State University  
Leyte

8. **ITDI-DOST R & D TEAM**

Industrial Technology Development Institute  
Department of Science and Technology  
Taguig City

*Team leader* : Nuna Almanzor  
*Members* : Annabelle V. Briones  
Hermelina H. Bion  
Maricar B. Carandang  
Alicia G. Garbo  
Josie L. Pondevida

As Presidential *Lingkod Bayan* awardees, they shall receive a gold-gilded medallion, Presidential plaque with citation and signature of the President of the Philippines, and cash reward of Two Hundred Thousand Pesos (P200,000.00). Further, pursuant to **Section 5 of Executive Order No. 508** entitled, "**Instituting the *Lingkod Bayan* Award as the "Presidential Award for Outstanding Public Service" dated March 2, 1992, they are entitled to "an automatic promotion to the next higher position suitable to their qualifications and with commensurate salary; provided that if there is no next higher position or it is not vacant, said position shall be included in the next budget of the office, except when the creation of a new position would result in distortion in the organizational structure of the department, office or agency. Where there is no next higher position immediately available, a salary increase equivalent to the next higher position shall be given and incorporated in the basic pay. When a new position is created, that which is vacated shall be deemed abolished."**

Please be guided accordingly.

(Sgd.) **FRANCISCO T. DUQUE III, MD, MSc**  
Chairman

December 3, 2014

MEMORANDUM CIRCULAR

**TO :** ALL HEADS OF CONSTITUTIONAL BODIES, DEPARTMENTS, BUREAUS, AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

**SUBJECT :** Adoption of HR Maturity Level Indicators for the Human Resource Management Systems in the Public Sector

Pursuant to CSC Resolution Nos. 1400376 and 1400377 dated March 5, 2014, the Civil Service Commission enhanced its Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM), thereby, amending Section D (The PRIME-HRM Components) and Section F (Transition from PMAAP/CSCAAP to PRIME-HRM) of CSC Memo Circular No. 3, s. 2012, as follows:

**A. The PRIME-HRM Components**

1. **Assess.** Agencies shall be subjected to a comprehensive HRM assessment, review and monitoring of the systems, competencies and practices of its four HR systems using the HR Maturity Level Indicators, namely: 1) recruitment, selection, and placement, 2) learning and development, 3) performance management, and 4) rewards and recognition. The HR records management, systems and programs such as the Grievance Machinery, Health and Wellness Program, Employee Welfare and Discipline, shall likewise be assessed to determine agency compliance with the CS Law, rules and regulations and other pertinent guidelines.

A special evaluation and assessment may be conducted, upon the Commission's initiative or upon request of concerned parties, on all or certain areas of an agency HRM within any regular assessment period or apart from it. If the special assessment is requested by the agency, a Memorandum of Undertaking shall be required between the agency and the Commission and an engagement fee may be charged.

Since HRM Offices play a big role in the program, their competencies will also be assessed to determine developmental opportunities. An online survey of the agency's human resource management climate will likewise be conducted.

2. **Assist.** Agencies shall be provided with a continuing assistance and review for excellent HRM on the basis of the gaps/developmental opportunities identified in the comprehensive HRM assessment, review and monitoring.

Agencies under the level II-Accredited and level III-Deregulated Status in good standing shall be subjected to review and assistance at least once every two years. Agencies under the level I-Regulated Status shall be strictly monitored on their compliance with the assessment recommendations every six months and will be provided continuous assistance.

3. **Award.** Agencies may be given a certain degree of autonomy through accreditation and/or deregulation. Agencies found to excel in crafting and implementing HR systems may be conferred the Center of HR Excellence or the Seal of HR Excellence Award.

## B. The HR Maturity Levels/Indicators Model

The enhanced PRIME-HRM adopts the HR maturity level indicators that are aligned with global standards on good people management practices for the Human Resource Management Systems in the public sector. It aims to elevate the public sector human resource management to a level of excellence through a process of assessment, assistance and recognition. It shall involve the assessment of the four core HRM systems using the three lenses of systems, practices and competencies. Each HRM system is measured through the various indicators in different maturity levels.

Maturity levels/indicators are defined, as follows:

- A set of structured levels that describe how well the behaviors, practices, and processes of an organization can reliably and sustainably produce desired outcomes.
- "Maturity" relates to the degree of formality and optimization of processes, from *ad hoc* practices, to formally defined steps, to managed result metrics, to active optimization of the processes.

- An assessment tool to assist HR professionals in analyzing the health of their HRM systems in the agencies and in determining the corrective actions that should be taken.

### C. PRIME-HRM Maturity Levels/Indicators

The PRIME-HRM maturity levels adopted for the four HRM systems are as follows:

#### Level 1- Transactional HRM

- Processes are, at least, documented sufficiently.
- Some processes are repeatable, possibly with consistent results.
- “Personnel” function is mostly separate from agency/business and talent needs.
- Line Managers perform HR activities as they see best.

#### Level 2- Process-Defined HRM

- Sets of defined and documented standard operating processes (SOP) established are subject to some degree of improvement over time.
- There is goal-oriented decision making.
- There is an automated system but little integration of data.

#### Level 3 -Integrated HRM

- Process metrics are used for continuous improvement.
- The HR function supports agency business needs.
- There is data-driven decision making.
- There is an HR Management toolkit.

#### Level 4 - Strategic HRM

- Processes are focused on continually improving process performance.
- There is systematic management by a combination of process optimization and continuous improvement.
- HR helps to drive agency business decision on people, data, and insight; the HR strategy is part of the agency strategy

Indicators for systems, practices, and HRMO competencies are identified per maturity level for each of the four HRM systems.

Annex A provides the complete maturity levels/indicators for the systems, HRMO competencies, and practices per HRM system.

## D. Criteria for Accreditation and Award

The HR Maturity Level Indicators shall be the bases for an agency to be granted accreditation status or recognized as Center for HR Excellence/Seal of HR Excellence. Thus, the following criteria should be complied with:

Level II-Accredited Status	Level III-Deregulated Status	Center for HR Excellence	Seal of HR Excellence
<ul style="list-style-type: none"> <li>• Maturity Level 2 (Process Defined HRM) for 4 core HR systems and HRMO competencies</li> </ul>	<ul style="list-style-type: none"> <li>• Maturity Level 3 (Integrated HRM) for 4 core HR systems and HRMO competencies</li> </ul>	<ul style="list-style-type: none"> <li>• Maturity Level 3 (Integrated HRM) for 4 core HR systems with at least one core HR system at Maturity Level 4 (Strategic HRM)</li> </ul>	<ul style="list-style-type: none"> <li>• All 4 core HR systems should be at Maturity Level 4 (Strategic HRM)</li> </ul>
<ul style="list-style-type: none"> <li>• Good HR practices, on the following areas based on the HR maturity level indicators</li> <li>• Performance Management- at least 7 good practices</li> <li>• HRD (Learning and Development) - at least 14 good practices</li> <li>• Rewards and Recognition -at least 4 good practices</li> <li>• Recruitment, Selection and Placement- at least 2 good practices</li> </ul>	<ul style="list-style-type: none"> <li>• Good HR practices, on the following areas based on the HR maturity level indicators</li> <li>• Performance Management- at least 12 good practices</li> <li>• HRD (learning and Development)- at least 27 good practices</li> <li>• Rewards and Recognition -at least 6 good practices</li> <li>• Recruitment, Selection and Placement- at least 4 good practices</li> </ul>	<ul style="list-style-type: none"> <li>• Good HR practices, on the following areas based on the HR maturity level indicators</li> <li>• Performance Management- at least 16 good practices</li> <li>• HRD (Learning and Development) - at least 38 good practices</li> <li>• Rewards and Recognition - at least 8 good practices</li> <li>• Recruitment, Selection and Placement- at least 5 good practices</li> </ul>	<ul style="list-style-type: none"> <li>• Good HR practices, on the following areas based on the HR maturity level indicators</li> <li>• Performance Management -16 good practices</li> <li>• HRD (Learning and Development)-38 good practices</li> <li>• Rewards and Recognition -8 good practices</li> <li>• Recruitment, Selection and Placement -5 good practices</li> </ul>
<ul style="list-style-type: none"> <li>• Meeting HRMO Competencies at Level II (Intermediate)</li> </ul>	<ul style="list-style-type: none"> <li>• Meeting HRMO Competencies at Level III (Advanced)</li> </ul>	<ul style="list-style-type: none"> <li>• Meeting HRMO Competencies at Level IV (Superior)</li> </ul>	<ul style="list-style-type: none"> <li>• Meeting HRMO Competencies at Level IV (Superior)</li> </ul>

## E. Transition to Enhanced PRIME-HRM

To establish the readiness of the agencies in the adoption of the HR Maturity Level Indicators that are aligned with global standards on good people management practice as the new PRIME-HRM standards, agencies under the following status shall undergo a self-assessment using the online assessment tool to give them a free hand to assess their respective HR systems, competencies and practices. The results of the online self-assessment shall serve as basis for the assistance to be extended by the Commission to the agencies to help them achieve their desired level of maturity.

1. For Agencies with Revalidated Level II-Accredited Status - agencies under this status shall be given another two (2) years from date of the promulgation of resolution granting their accreditation status within which to meet the Maturity Level II indicators to retain their Level II-Accredited Status. Failure to meet the standards after said period would mean final revocation of their accreditation status. Onsite assessment by the CSCROs shall be conducted before the recommendation for revocation can be made.
2. For Agencies whose Accreditation Status were Revoked - agencies under this status shall undergo an onsite assessment for possible restoration of their accreditation status as soon as they have met the Maturity Level II standards, as evidenced by the online self-assessment results and the recommendation of the CSC Field Director in-charge.
3. For Agencies Accredited under PRIME-HRM prior to March 5, 2014 - agencies under this status shall be subjected to the Maturity Level II standards within a period of two (2) years after the promulgation date of the Resolutions granting them accreditation. As provided in the Resolution for Accreditation, onsite assessment by the CSCROs shall be conducted within two (2) years.

**F. Engagement of Consultants outside CSC and other Learning Service Providers (LSPs)**

The Commission, thru its Field Offices, shall provide the necessary assistance or interventions identified and agreed upon by the agency and the CSC assessors during the post assessment conference. However, agencies are not precluded from engaging the services of consultants other than the CSCRO/FO Directors in the review and crafting of HR systems and programs. But, to be consistent with the PRIME-HRM objective, agencies and their consultants or LSPs are enjoined to adopt the HR maturity level indicators to ensure meeting the desired level of maturity of the agencies' HR systems, competencies and practices.

This Memorandum Circular shall take effect immediately.

(Sgd.) FRANCISCO T. DUQUE III, MD, MSc  
Chairman

December 22, 2014

**Publications and Media Relations Division**  
Public Assistance and Information Office  
**CIVIL SERVICE COMMISSION**  
February 2015