



# ANNUAL REPORT 2022



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# EXECUTIVE SUMMARY

Pursuant to Section 3, Rule IX-B of the 1987 Constitution, *“The Civil Service Commission, as the Central personnel agency of the Government shall establish a career service and adopt measurements, promote morale, efficiency, integrity, responsiveness, and courtesy in the Civil Service. It shall strengthen the merit and rewards system, integrate all human resource development programs for all level and ranks and institutionalize a management climate conducive to public accountability. It shall submit to the President and the Congress an annual report on its personnel programs.”*

Meanwhile, Executive Order No. 292, otherwise known as the Administrative Code of 1987, provides the following power and functions, among others: *administer and enforce the constitutional and statutory provisions on the merit system for all levels in the Civil Service; prescribe, amend and enforce rules and regulations for carrying into effect the Civil Service Law, and other pertinent laws; and promulgate policies, standards and guidelines for the Civil Service.*

As an institution mandated with the gargantuan task of looking after the government’s 1.8 million workers, having a well-crafted and detailed strategy would help the CSC as it implements and develops programs and policies for a responsive, competent, and efficient workforce — a goal made imperative as the bureaucracy continued to cautiously build back better from the COVID-19 pandemic.

## Responsive Human Resource Governance

The demand for public service excellence and modernization puts a strain on our government workforce. But instead of backing out from the challenge, the CSC remains steadfast to face its hurdles head on.

Amid the relaxing of health protocols and transition to normal work arrangements, the CSC Regional and Field Offices continued to implement the strategies they adopted in 2021, which is the shift from onsite to online assistance and assessment for the effective implementation of the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM. A total of 101 agencies

were conferred the PRIME-HRM Bronze Award through a Resolution approved by the Commission. Majority of the agencies conferred with the Bronze Award came from the National Capital Region, followed by agencies from Region VI and Region VIII.

Meanwhile, apart from the development of rules that are responsive to the times, the CSC also revised, updated, and revisited other equally important human resource or HR policies to achieve its mandate to promote morale, efficiency, responsiveness, courtesy, and integrity in the civil service.

In 2022, the Commission developed and approved policies on flexible work arrangements for all government agencies in response to the new normal brought about by the pandemic. Other COVID-related policies issued were the amendment to the revised interim guidelines on the use of leave credits for absences due to COVID-19 and vaccination of government officials and employees.

Pursuant to Executive Order No. 138, s. 2021, entitled *Directing the Full Devolution of Certain Functions of the Executive Branch to the Local Governments*, the CSC issued guidelines for affected personnel as well as relevant provisions on organizational structures and staffing patterns in local government units.

Other HR policies promulgated were on salary adjustment for Respiratory Therapist I position and the inclusion of certain auto mechanic positions under Category II eligibility. The CSC has also circularized a reminder on the prohibition on solicitation and acceptance of gifts.

## Improved Customer Engagement

The CSC continued to operate the Contact Center ng Bayan (CCB), a feedback mechanism for customers of government services. The resolution and compliance rate of complaints received by the CCB is one of the criteria for the grant of Performance Based Bonus (PBB) for FY 2022.

Memorandum Circular No. 2022-1 dated 24 March 2022 entitled, *“Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 under*

Executive Order No. 80 s. 2012 and Executive Order No. 201 s. 2016” issued by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System, requires Citizen/Client Satisfaction Results as one of the criteria for the grant of PBB. In 2022, the CCB processed a total of 134,638 transactions. By end of December 2022, it resolved a total of 134,504 complex and simple transactions, posting a resolution rate of 99.90%.

In addition, the CCB received the most number of transactions via email (email@contactcenterngbayan.gov.ph), followed by Facebook (via Messenger m.me/civilservicegovph), and SMS (0908-881-6565). Other access modes are calls, walk-in, mail, and via 8888 referral.

In terms of complaints resolution rate, the Social Security System (SSS) emerged as the top agency, having resolved 100% of 50 complaints. The Department of Foreign Affairs (DFA) came in second with a 100% resolution rate for 35 complaints, followed by the Home Development Mutual Fund (HDMF), which resolved 100% of 30 complaints.

## Maintaining a Conducive Workplace

The Commission, through the Human Resource Relations Office (HRRO), continued to pursue initiatives to fulfill its role of building and maintaining a conducive working environment through the implementation of programs and policies that promote awareness of employee rights and privileges, encourage employee participation on matters affecting their welfare, and advance health and safety in the workplace.

Registration of public sector employee organizations (PSEOs) continued apace in 2022. Registration confers the employee organization the right to represent the organization unit. A total of 68 PSEOs were conferred registration status jointly by the CSC and the Department of Labor and Employment – Bureau of Labor Relations.

Accreditation confers on a PSEO the right to be the sole and exclusive negotiating agent (SENA) of the organization. Only registered PSEOs can apply for accreditation. Seventy-four (74) PSEOs were accredited in 2022. By yearend, the total number of accredited PSEOs reached 1,343 with local government units (LGUs) accounting for 760 or 56.58%; national

government agencies (NGAs) at 228 or 16.97%; government owned or controlled corporations (GOCCs), 182 or 13.55%; and state universities and colleges (SUCs), 173 or 12.88%.

Accredited PSEOs are conferred the right to negotiate with management on terms and conditions of employment not fixed by law, which are then reflected in the collective negotiation agreement (CNA). A total of 347 CNAs were registered with the CSC in 2022, a big leap compared to the 275 CNAs registered in 2021. But while CNA registration posted a high number in 2022, there were 705 active CNAs by end of 2022 owing to the expiration of the agreements.

## Professionalized Civil Service

The Commission continued to preserve meritocracy in the civil service through the conferment of eligibilities, and attestation of appointments.

With the relaxation of quarantine rules and observance of health protocols, the CSC had the biggest turnout of examinees in a single day since the COVID-19 pandemic during the 7 August 2022 Career Service Examination Pen and Paper Test (CSE-PPT). The CSE-PPT for Professional level was taken by 117,907 or 93.92% of the registered 125,541 examinees; 20,764 or 93.54% of the 22,199 expected examinees took the Subprofessional level; and 379 examinees or 87.13% of the 435 registered examinees were able to take the Intermediate Competency on Local Treasury Examination (ICLTE).

In 2022, a total of 97,181 individuals were added to the pool of eligibles or those who were granted eligibilities as a result of examinations conducted, and from applications for special types of eligibilities or those granted under specific laws and CSC issuances.

As a way of assessing the outcome of its function of granting eligibilities, the CSC monitors the number of appointees using their eligibility for the first time (for permanent-original appointment). A total of 12,105 used their eligibilities for the first time in 2022. This shows that despite the pandemic, the public sector continued to provide employment opportunities to deserving Filipinos.

## Learning and Development for Better Service Delivery

The CSC’s Civil Service Institute (CSI) is mandated to provide direct training and human resource development interventions to all government officials and employees. The CSI was able to implement all its 21 planned programs/courses in 2022 with 33,586 government workers trained.

As part of the 122nd Philippine Civil Service Anniversary’s month-long celebration, the CSI conducted the Annual Public Sector HR Symposium online from 14-16 September with a total of 2,935 government leaders, managers, supervisors, and human resource management practitioners or HRMPs as participants.

## Search for Outstanding Government Workers

Also most visible of the Commission’s strategies in meritocracy is the conduct of the annual Search for Outstanding Government Workers to recognize state employees who have made exceptional contributions and demonstrated high ethical standards. From 408 nominations received in 2022, ten were selected as Outstanding Public Officials and Employees or *Dangal ng Bayan* winners, six as CSC *Pagasa* awardees composed of four individuals and two groups. CSC also submitted six Presidential *Lingkod Bayan* finalists composed of two individuals and four groups, which was approved by the Office of the President.

On behalf of the awardees, the CSC expresses its appreciation to the President for taking the time to recognize the public service exemplars. The conferment of the awards is a validation that their hard work is recognized, and ensures that they will remember the moment for the rest of their lives.

## Pamanang Lingkod Bayani Program

The *Pamanang Lingkod Bayani* (PLBi) grants recognition and a one-time financial assistance to the bereaved family of civilian public servants who risked their lives and were killed in the line of duty, or those who died while in the performance or pursuit of their respective functions, duties and responsibilities.

A total of 18 nominations were received and processed for the year 2022. As of December 2022, two nominations are for validation by the concerned CSC Regional Offices, 13 are for evaluation by the PLBi Executive Committee, one is for Commission approval, and one has been approved by the Commission *en banc* and granted the financial reward through the issuance of CSC Resolutions in 2022. One of the nominees was rendered ineligible/not qualified for the program.

As of December 2022, the remaining PLBi fund was PHP18,270,113.13.

## Efficient and Effective Administrative Justice

To ensure the integrity of the civil service, the CSC strongly exercises its quasi-judicial function and effectively dispenses administrative justice. For 2022, the combined accomplishment of the CSC Office for Legal Affairs and Regional Offices in terms of administrative case disposition is 73.11%. In terms of case resolution, the rate is 88.44%, well above the target of 75% set by the Commission.

Published on 10 December 2021 and taking effect 15 days after, the CSC declared through Resolution No. 2000222 that violations of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018 are considered administrative offenses.

Under said provisions, violations include the refusal to accept an application or request with complete requirements being submitted by an applicant or requesting party without due cause, the imposition of additional requirements or additional costs that are not in the Citizen’s Charter, and failure to give the applicant or requesting party a written notice on the disapproval of an application or request.

The failure to render government services within the prescribed processing time on any application or request without due cause, failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned before the end of official working hours and during lunch break, and failure or refusal to issue official receipts, are also considered violations.

These acts are punishable by suspension from the service for six (6) months for the first offense, and dismissal from the service on the second offense.

## Human Resource Information Management

Updated in June 2022 was the Inventory of Government Human Resources (IGHR) to provide a more accurate profile of the civil service in terms of size, distribution, nature and classification, which are data essential in policy-making and program formulation. The IGHR recorded a total of 1,820,457 government workers, with 1,654,575 or 90.89% occupying career positions, and 165,882 or 9.11% occupying non-career positions.

## Information Dissemination in the New Normal

As the Commission's programs and services run apace, the CSC made full use and intensified its social media presence to be able to provide the public with accurate and timely information. The CSC's Facebook Page still generates the highest number of engagement and reach at no cost. It has reached 1,179,796 million followers on 31 December with the numbers continuing to grow.

The Page also serves as the main venue for CSC's monthly broadcast, *LunChat with CSC*, and monthly documentary series, *Lingkod Bayan Diaries* (LBD). LBD are creative videos that take a more in-depth look into the accomplishments of the winners of the annual Search for Outstanding Government Workers.

## Engagement with the International Community on Civil Service Matters

For the first time since the COVID-19 pandemic, the ASEAN Cooperation on Civil Matters (ACCSM) Meetings were held face-to-face in Hanoi, Vietnam on 3-5 August 2022. CSC Chairperson Karlo Nograles led the Philippine Delegation to the Senior Officials Meeting,

Heads of Civil Service Meeting, Senior Officials Meeting for the 6th ASEAN Plus Three Cooperation on Civil Service Matters (6th ACCSM+3), and the Heads of Civil Service Meeting for the 6th ACCSM+3.

The Meetings noted the action plan to implement the ASEAN Declaration on Fostering the Civil Service's Adaptability to New Challenges. It also supported the utilization of the ACCSM Framework on Strategic Partnerships and welcomed opportunities to broaden and deepen ACCSM's partnerships with ASEAN Dialogue Partners and other stakeholders on areas of mutual interest to support the intended outcome of the ACCSM Work Plan 2021-2025.

The CSC also participated in the 2022 Eastern Regional Organization for Public Administration or EROPA Conference.

The Democratic Federal Republic of Nepal, through the Ministry of Federal Affairs and General Administration and the EROPA Secretariat, hosted the 2022 EROPA Conference on 14-15 September 2022 with the theme: *"Governance and Public Administration in COVID-19 Pandemic: Learning, Innovations, and Reforms in Managing Global Changes"*. The Conference had more than 40 esteemed keynote and plenary speakers from 17 different countries. It also provided an avenue for the presentation of more than a hundred research papers in 26 parallel panel sessions.

The CSC proudly presents its accomplishments for 2022 and is fully determined to meet the challenges to build back better. The Commission also remains steadfast in support of the Philippine Development Plan (PDP) 2023-2028, particularly on the objective to "Practice Good Governance and Improve Bureaucratic Efficiency" by having a well-crafted and detailed strategy. This strategy would help set its direction, identify its priorities, and align itself toward a common goal—the attainment of the country's long-term vision, *AmBisyon Natin 2040*, where all Filipinos are envisioned to enjoy strongly rooted, comfortable, and secure lives.

# Foreword



As part of our digitization and digitalization efforts, we created the Internal Civil Service Eligibility Verification System or the iCSEVS through CSC Resolution No. 2200677 approved on 16 December 2022, which enables civil service eligibles to request their Certification of Eligibility (COE) from any of the CSC's 16 Regional Offices, regardless of their place of examination.

On client engagement, the CSC's call center facility named Contact Center ng Bayan (CCB), which celebrated its 10th anniversary in 2022, received and acted on a total of 1,144,138 transactions from 2012 to 2022. From January to December 2022, the CCB processed a total of 134,638 transactions, which include complaints, requests for assistance, messages of commendation or appreciation, queries, and suggestions. At the end of said period, 134,504 transactions have already been resolved, posting a resolution rate of 99.90%.

All of these would not have been possible without the dedication and exemplary work performance of the 1,300 employees of the CSC in its Central, Regional, and Field Offices. The Commission salutes you for the innovative spirit that allowed us all to reinvent and upgrade the way we do our work to keep up with the ever-changing demands of the times. We salute you for forging ahead and showing up even when times are tough. *Saludo ako sa inyo mga kapwa ko ka-CSC!*

I am also grateful to the 1.8 million workers of the Philippine government for their unwavering dedication to providing excellent service to the Filipino people, despite the challenges we continue to face in our efforts to build back better. *Kaisa ng lahat ng bumubuo sa Komisyon sa Serbisyo Sibil, taos puso ang aming pasasalamat sa inyong lahat, mga lingkod bayan!*

And finally, it is with profound gratitude that we witness and experience a sense of normalcy—working face-to-face again with our colleagues, holding and attending in-person events, and celebrating our victories through physical gatherings. We continue to pray for deliverance from the pandemic in 2023 as we continue serving with renewed strength and enthusiasm in everything that we do.

*Padayon 'ta!*

**Atty. KARLO A. B. NOGRALES**  
Chairperson

In 2022, as the country transitioned back to pre-pandemic conditions with more relaxed health protocols and new normal work arrangements being implemented, the Civil Service Commission (CSC) strived to achieve breakthroughs in the areas of policy development and implementation, digitization and digitalization of processes, and public service delivery.

Guided by its mandate to promote morale, efficiency, responsiveness, courtesy, progressiveness and integrity in the civil service, the CSC revised, updated, and revisited important human resource and organization development policies. One of these is the issuance of CSC Memorandum Circular No. 06, series of 2022, which provides the policies on flexible work arrangements for all government agencies in response to the new normal in the workplace.

## Message of Commissioner Aileen Lourdes A. Lizada



1.8 million-strong government workforce. Through the landmark “Policies on Flexible Work Arrangements in the Government” (Memorandum Circular No. 6, s. 2022), the CSC not only aided in ushering the bureaucracy through the pandemic, but also provided a guide for agencies in ensuring continued government operations in the event of any anticipated or unanticipated crisis.

With the implementation of Executive Order No. 138, directing the full devolution of certain functions of the Executive Branch to the Local Government Units (LGUs), the CSC found it opportune to issue guidelines for the protection of the affected personnel’s right to security of tenure, and for the establishment of organizational structures and staffing patterns in LGUs. These would ensure smooth transition and continued delivery of public services amid what we consider a critical organizational change in the bureaucracy.

The CSC also continues to meet and deliver its targets in relation to its regular functions, including the attestation of appointments, conduct of civil service examinations, administration of learning and development programs for civil servants, registration and accreditation of public sector unions, adjudication of cases, public assistance, and information and dissemination of Commission policies, programs, and services, among others.

As wide, complex, and crucial the role of the civil service is in shaping the future of the nation, so is our duty as the central human resource agency of the Philippine Government. The CSC accepts this tremendous challenge, knowing that we have the full support and dedication of the 1.8 million public servants and our various partners and stakeholders. To borrow from Winston Churchill’s famous quote: “We shall not fail or falter; we shall not weaken or tire...” because we, in the CSC, know that everything we do is toward achieving a “matatag, maginhawa, at panatag na buhay” for our beloved Filipino people.

*Mabuhay ang Komisyon sa Serbisyo Sibil!*

**Atty. AILEEN LOURDES A. LIZADA**  
Commissioner

Greetings from the Civil Service Commission (CSC)!

The CSC proudly presents its accomplishments for 2022, a year marked by transition, transformation, and anticipation. *Transition*, because with the waning health crisis, we have seen improved situations where societies worldwide are gradually returning to what we consider the pre-pandemic “normal”. *Transformation*, as we positively took advantage of the crisis to rethink and improve our systems and processes. We have been seeing and experiencing post-pandemic work system improvements such as workplace flexibility, greater use of technology for efficiency, data integration and security, digital learning, and emphasis on employee wellbeing. *Anticipation*, because we are now moving toward initiatives that highlight agility and future-readiness, of having strategic foresight that enables individuals and organizations to cope and embrace resiliency amid any crisis.

Against this backdrop, the CSC firmly continues to perform its mandate of looking after the welfare of the

## Message of Commissioner Ryan Alvin R. Acosta



management systems (HRMS) – Recruitment, Selection, and Placement; Learning and Development; Performance Management; and Rewards and Recognition. Living up to the public service virtue of Excellence, the CSC exceeded its 2022 target by 52% when it was able to assess and recognize a total of 476 agency HRMS for the year through online assessment and assistance.

In carrying out its duty to ensure that government employees can meaningfully exercise their right to self-organization, the CSC also commenced accepting the online submission of requirements for the registration and accreditation of public sector employee organizations, as well as the registration of their collective negotiation agreements. This improved the efficiency of the process leading to a significant increase in the number of transactions processed.

On legal matters, the CSC continued its active participation in the legislative proceedings before the Senate and the House of Representatives, especially those affecting government workers such as those involving security of tenure, establishment of human resource management office in local government units, and night shift differential pay, among others. To improve its case disposition, the CSC launched the electronic Case Data Management System and has commenced development of another digital system for legal concerns that will be rolled out in 2023.

At the core of the CSC’s constitutional mandate is talent development for all government workers. Truly recognizing this vital program, the CSC invested in a learning management system - a one-stop learning platform - to provide “competency-based learning on the go.” This system will be fully operational in 2023.

Finally, the new leadership intensified CSC’s commitment to aggressively pursue digital transformation to ensure organizational agility and resilience in the face of a fast-changing environment. Apart from the commencement of simultaneous studies on the automation and digitalization of various CSC processes, the CSC continued digitizing its records, such as the Statement of Assets, Liabilities, and Net Worth; examination records; and human resource data stored in its field offices.

The foregoing are only some of the many remarkable CSC milestones in 2022 that are presented in this Annual Report. I sincerely thank and applaud the more than 1,400-lean but strong CSC family for consistently delivering excellent public service. I am keenly aware that many of our people often go out of their way to deliver more than what is expected of them. I am confident that the initiatives we have commenced and planned in 2022 would someday afford our servant heroes a chance to deliver the best public service without having to perform heroic deeds as often.

Kudos to the Civil Service Commission!

**Atty. RYAN ALVIN R. ACOSTA**  
Commissioner

The year 2022 was a year of transition for the Civil Service Commission (CSC). As the nation steadily recovered from a pandemic that proved most disruptive in recent memory, the CSC welcomed me and Chairperson Karlo A.B. Nograles into its top leadership fold.

While substantial changes are just a natural part of the transition phase, the ability of the CSC to deliver its mandates even amidst the changes in leadership culture, operations, and priorities proved its institutional strength. The CSC not only achieved its targets but also consistently improved its processes to enhance its public service delivery to its stakeholders.

Aside from crafting responsive policies and guidelines for the benefit of all government agencies and civil servants, the CSC continued to provide excellent performance in all of its functions. It continued to harness the potential of digital and information technology and streamlined the delivery of various services to the whole bureaucracy.

To promote the efficient performance of government agencies, the CSC sustained the effective implementation of the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM. This program aims to improve government agencies’ four core Human Resources

# **PART I:**

## **STRATEGIC HUMAN RESOURCE MANAGEMENT AND ORGANIZATION DEVELOPMENT FOR A RESPONSIVE, PEOPLE-CENTERED, AND CLEAN GOVERNANCE**



## Responsive Human Resource Governance in the Civil Service

### PRIME-HRM: Excellence in Online Assistance and Assessment

The CSC continued to implement its flagship Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM, which aims to improve agencies' four core HR management systems (Recruitment, Selection, and Placement; Learning and Development; Performance Management; and Rewards and Recognition) using a three-part process consisting of Assessment, Assistance, and Award.

Amid the height of the pandemic in 2020 and 2021, the CSC's Human Resource Policies and Standards Office (HRPSO) and Regional and Field Offices shifted to online assessment and assistance to ensure uninterrupted operations.

For 2022, online assessment and assistance continued to prevail. The HRPSO also pushed for the increase in CSC ROs' human resources specifically for the PRIME-HRM implementation. As a result, the CSC was able to exceed its targets, as shown in the table below:

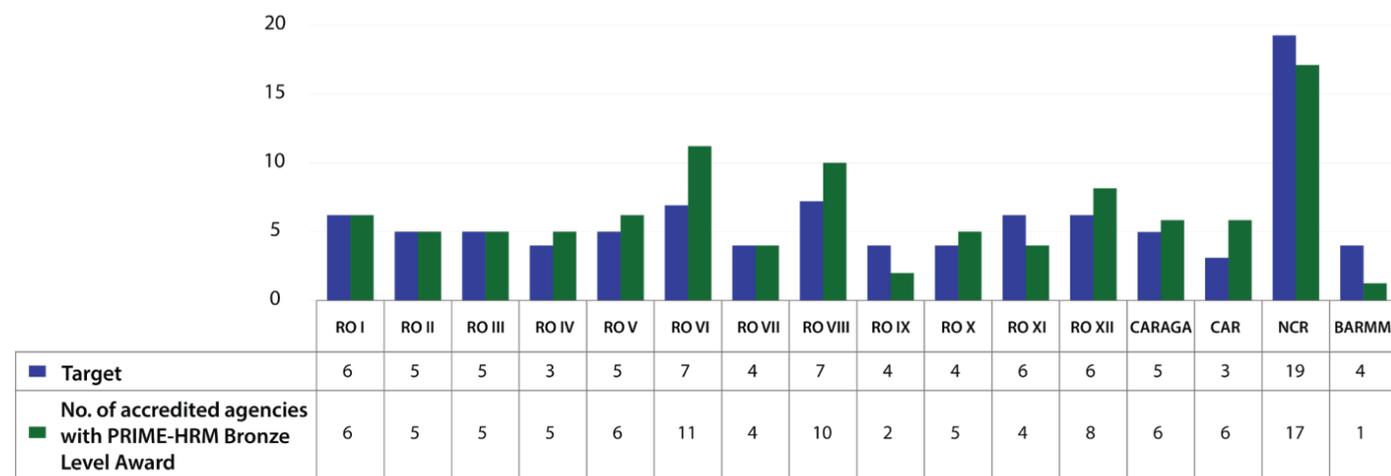


Figure 1. Number of Agencies Conferred with PRIME-HRM Bronze Level Award, January to December 2022

### Empowering Public Sector Organizations and the Human Capital

The demand for public service excellence and modernization puts a strain on our government workforce. But instead of backing out from the challenge, the Civil Service Commission (CSC) remains steadfast to face its biggest hurdles head on.

Human resource (HR) management and development is the foundation of long lasting reforms and the fulcrum of public service evolution. The CSC continues to rely on developing the workforce and empowering agencies so that individuals and organizations will be able to attain their full potential, improve their performance capabilities, and achieve breakthroughs.

The efficient performance of the public sector human capital has a direct impact on the life of the people, thus the CSC is keen on focusing on its "true north": to take care of the professional development, growth, and general welfare of the 1.8 million government workers through various HR programs, especially learning and development. These will ultimately redound to our bottom line: HR excellence translates to public service excellence.

Indicator	Target	Accomplishments
Number of agencies conferred with PRIME-HRM Awards (Bronze/Silver/Gold)	93	101
Number of agencies conferred with PRIME-HRM Accreditation Award	60	114
Number of agency HRM Systems Recognized	313	476

### PRIME-HRM Awardees

As of 31 December 2022, a total of 101 agencies were conferred the PRIME-HRM Bronze Award through a Resolution approved by the Commission. Majority of the agencies conferred with the Bronze Award came from the National Capital Region, followed by agencies from Region VI and Region VIII.

On the other hand, a total of 114 agencies were conferred with Accreditation Award through a Resolution approved by the Commission. The Accreditation Award is conferred on agencies that meet HR Maturity Level 2 in Recruitment, Selection and Placement, and Performance Management.

As of December 2022, a total of 476 agency HRM systems were given recognition. The agencies' Recruitment, Selection and Placement is reported to be the most recognized HRM system in 2022, followed by Performance Management.



Figure 2. Number of Agency HRM Systems Recognized, January to December 2022

## Policies Promulgated in Human Resource Management and Development

### COVID-19 Related Policies

*Amendment to the Revised Interim Guidelines on the Use of Leave Credits for Absences Due to Quarantine and/or Treatment of COVID-19*

In CSC Resolution No. 2101122 dated 31 December 2021, circularized through CSC Memorandum Circular No. 2, s. 2022 dated 18 January 2022, absence from work for every instance of the required quarantine period, isolation, and/or treatment for government workers who are “infected or identified as close contacts of a suspect, probable, and/or confirmed cases of COVID-19 while in the performance of their official functions, (onsite or WFH arrangement)” shall be considered as excused absence. They may be required to adopt a work-from-home arrangement depending on the nature of their work pursuant to the guidelines on alternative work arrangements contained in CSC M.C. No. 18, s. 2020.

Previously, this provision only applied to public health workers or PHWs. The CSC says there is a need to consider the predicament of other government workers who are repeatedly exposed to COVID-19 in performing their official duties due to face-to-face interaction with clients and co-workers, or due to community transmission.

#### Excused absences

Excused absence refers to the period when a government worker is not required to report for work due to required quarantine period, isolation, and/or treatment, and/or announcement of work suspension, but are entitled to pay.

The required quarantine period refers to the prevailing number of days required for a person to undergo quarantine, or separation and restriction of movement while waiting for swab test results or if the person will become sick. The isolation period, on the other hand, refers to the separation of a person who is sick with a contagious disease for purposes of treatment and monitoring.

Absences incurred from undergoing the required quarantine period, isolation, and/or treatment after official travel from countries with or without localized COVID-19 transmissions or from local areas under community quarantine are considered excused absences. For personal travel, only the required quarantine period may be excused, while the isolation and/or treatment period shall be charged against leave credits.

Absence from work for every instance of the required quarantine period for government workers who are “infected or identified as close contacts of a suspect, probable, and/or confirmed cases of COVID-19 due to personal activities” shall also be considered as excused absence. In both categories, the employees may also be required to adopt a work-from-home arrangement while they are awaiting swab test results or completing the required quarantine period. However, in the event that they become sick, the period of their isolation and/or treatment shall be considered sick leave and charged against their leave credits.

#### Charge to leave credits

Absences incurred from undergoing the required quarantine period, isolation, and/or treatment after personal international travel without approved travel authority before or after the declaration of a state of public health emergency due to COVID-19 shall be charged against leave credits.

Absences incurred from undergoing the required quarantine period, isolation, and/or treatment due to personal activities in violation of the Inter-Agency Task Force for Emerging and Infectious Diseases’ protocols, shall also be charged against leave credits.

Per the Omnibus Rules on Leave, in the event when employees have exhausted their sick leave credits, the vacation leave credits shall be used instead. If the vacation leave credits are also exhausted, the employees may apply for sick leave of absence without pay.

Employees returning to work should submit to their human resource management office or officer (HRMO) their application for leave, and applicable documents such as:

- certificate issued by government or private physician that the employee has submitted himself or herself for monitoring;
- certificate of completion of quarantine issued by

- the local quarantine or health official;
- medical certificate clearing the employee to report back to work and medical records showing COVID-19 treatment;
- copy of RT-PCR result for those infected or identified as close contacts of a suspect, probable, and/or confirmed cases of COVID-19 during performance of their official functions;
- copy of barangay contact tracing form for those infected or identified as close contacts of a suspect, probable, and/or confirmed cases of COVID-19 due to personal activities; and
- applicable travel documents such as travel authority, office order, certificate of appearance, laboratory test results, waiver, depending on whether the travel was local or international.

### Employment Policy in Government

*Clarification on the Policy on Employment in the Government Service of Filipino Citizens with Dual Citizenship*

In Resolution No. 2101052, the CSC clarified its policy in connection to the employment in the government service of Filipinos who have dual citizenship. The requirements under Republic Act No. 9225 or the “Citizenship Retention and Re-Acquisition Act of 2003” do not apply to dual citizens whose foreign citizenship was acquired under the following circumstances:

- by birth through the *jus soli* (right of soil) principle or the citizenship by virtue of just being born in a nation’s territory;
- through derivative naturalization or the citizenship given to minors through the naturalization of parents; or
- through adoption of Filipino minors by alien adoptive parent/s provided that the alien adoptive parents complied with the provisions of Adoption Law.

The renunciation of foreign citizenship applies only to those with dual allegiance such as dual citizens whose foreign citizenship was acquired through naturalization or at their own volition.

CSC Resolution No. 2101052 was published on 4 February 2022 and took effect after 15 days from publication.

### Executive Order No. 138

*Guidelines on the Implementation of the Personnel Policies and Options for Affected Personnel Pursuant to Executive Order No. 138, s. 2021*

Government employees with permanent appointments who will be affected by the devolution of certain functions of the Executive Branch to local governments and who opt to transfer will still have security of tenure.

CSC Resolution No. 2200162 promulgated on 26 January 2022 and circularized via Memorandum Circular No. 5, also known as the “Guidelines in the Implementation of the Personnel Policies and Options for Affected Personnel Pursuant to E.O. No. 138, s. 2021” took effect 15 days after its publication on 8 April 2022.

E.O. No. 138 provides for the full devolution of certain functions of the Executive Branch to the Local Governments Units (LGUs), as well as the creation of a Committee on Devolution. This was issued by President Rodrigo Roa Duterte on 1 June 2021 in consonance with the Supreme Court ruling in Mandanas, et al. vs. Executive Secretary, also known as the Mandanas ruling.

“Transfer” under the said guidelines pertains to transfer of the position item, whether within the agency or from one agency to another within the Executive Branch. Upon transfer, the position shall be considered “coterminous with the incumbent,” meaning it will be abolished once the incumbent employee is reappointed or promoted to another position, transfers, retires, resigns, or is separated from the service.

Affected personnel occupying medical/allied-medical positions in the DOH and other agencies may apply for transfer to a DOH-supervised hospital.

Employees who will be affected by the devolution under E.O. No. 138 may also opt to retire or be separated from the service. They will be entitled to retirement benefits and/or separation incentives under existing laws, if qualified. They cannot be reemployed in any agency within the Executive Branch for five (5) years. Reemployment within the prohibited period will result to refund of separation incentives received under E.O. No. 138.

However, the five-year prohibition will not apply to teaching and medical staff in educational institutions and hospitals, respectively. This will also not apply to reemployment in other branches of government, i.e., the legislature, judiciary, constitutional bodies, and in the local government units.

Meanwhile, affected government workers with non-permanent appointments (temporary, casual, contractual, coterminous, or fixed term) may apply to vacant positions in other government agencies.

Prohibitions under the Omnibus Election Code and Commission on Elections (COMELEC) rules promulgated during the election will still apply. Exemptions from the prohibitions may be requested by agencies from the COMELEC.

## 2022 Guidelines and Standards in the Establishment of Organizational Structures and Staffing Patterns in Local Government Units (LGUs)

Pursuant to Section 76 of Republic Act No. 7160, wherein the CSC shall prescribe minimum standards and guidelines in the design and implementation of Organizational Structures and Staffing Patterns (OSSP) in LGUs, it issued Resolution No. 2200373 which was circularized via CSC Memorandum Circular No. 12, s. 2022 dated 8 November 2022.

It reiterates the provisions of the Local Government Code (LGC) of 1991 regarding budgetary limitations in establishing their OSSP. The MC enumerates the offices that may be created by the LGU, from the provincial down to the barangay level. It also lists the local appointive positions that are either mandatory or optional. It provides that LGUs are required to create the mandatory positions, and may create optional positions only when all mandatory positions have been created.

Further, offices and positions not listed in the MC may be created in the LGU on the conditions that these are identified as priority needs by the LGU, that mandatory positions have been created, and that the budgetary limitations in the LGC have been complied with.

The CSC, thru the MC, strongly encourages LGUs to create a Human Resource Management (HRM) Office which shall be responsible for HRM functions and liaison with the CSC. However, when the number of LGU personnel does not allow the creation of an HRM Office, the LGU may create at least a 2nd level HRM Officer position to perform the said duties and responsibilities and create other HRM positions, subject to the availability of funds.

The MC requires that titles of positions corresponding to the same or similar functions shall adopt those as stated in the Department of Budget and Management's 'Index of Occupational Services, Position Titles and Salary Grades in the Local Government (IOS-LGU) CY 2021 Edition'.



**CSC**  
CIVIL SERVICE COMMISSION  
Republic of the Philippines

*Policy Highlight*

**CSC RESOLUTION NO. 2200373**

**2022 GUIDELINES AND STANDARDS IN THE ESTABLISHMENT OF ORGANIZATIONAL STRUCTURES AND STAFFING PATTERNS IN LOCAL GOVERNMENT UNITS**

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**CSC Resolution 2200373**  
was promulgated on  
**20 September 2022**



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## CSC approves 'flexi-work' for gov't employees

Flexible work arrangements in the public sector may be adopted as the CSC promulgated Resolution No. 2200209 on 18 May 2022. The guidelines took effect fifteen (15) days after its publication on 31 May 2022.

The CSC reiterates that flexible working arrangements is subject to the discretion of the head of agency and they must ensure that all their stakeholders are assured of continuous delivery of services from 8 a.m. to 5 p.m.

During the state of public health emergency declared by former President Rodrigo R. Duterte in 2020, the Commission issued interim guidelines authorizing government agencies to implement an alternative work arrangement based on the mandate and functions of the agency.

The CSC seeks to institutionalize flexible work arrangements as part of the nationwide effort to transition from a state of public health emergency to the new normal, as well as to protect government workers while ensuring uninterrupted public service delivery in situations that disrupt government operations.

With this policy, the CSC aims to provide safe work spaces and comply with occupational health and safety standards for government workers. The flexible working arrangements also intend to improve work-life balance, encourage the adoption of information and communications technology (ICT) for remote work, and provide reasonable work arrangements for more vulnerable employees such as senior citizens, pregnant women, immunocompromised individuals or those recovering from sickness/injuries, and issues of mobility.

The CSC pointed out that since the private sector already has the Telecommuting Law, this parallel policy covering 1.8 million employees in the public sector, will certainly change the landscape of work in the country. The CSC is confident that greater flexibility will lead to increased productivity as the work environment becomes more responsive to individual employees' unique needs.



**CSC**  
CIVIL SERVICE COMMISSION  
Republic of the Philippines

*Policy Highlight*

featuring  
**CSC Resolution No. 2200209**

**POLICIES ON FLEXIBLE WORK ARRANGEMENTS IN THE GOVERNMENT**

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**CSC Resolution No. 2200209**  
was promulgated on **18 May 2022**  
and circularized via **CSC Memorandum Circular No. 6, s. 2022.**



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## Work arrangements

Per the resolution, flexible work arrangements include:

- flexiplace, wherein officials and employees may be authorized to render services away from their office;
- compressed work week, in which the 40-hour work week is compressed into four (4) days or less, instead of five (5);
- skeleton workforce, where a minimum number of personnel will be required to report to the office when full staffing is not possible;
- work shifting for agencies required by law to operate 24/7;
- flexitime, where employees are allowed to report between 7 a.m. to 7 p.m. provided they complete the required 40-hour workweek; and
- combination of flexible work arrangements that may be adopted by an agency according to what is appropriate or applicable for its mandate and functions.

The adoption of flexible work arrangements may be allowed on a regular or recurring basis, situational, or for medical reasons.

### FLEXIBLE WORK ARRANGEMENTS

**1. Flexiplace** - The employee renders service at a **location away from his/her office**, either in the home/residence of the official or employee, agency satellite office, or another fixed place, on a **temporary basis** duly approved by the head of office/agency.



### 2. Compressed Workweek -

The 40-hour workweek for five (5) days is compressed into four (4) days or less.

CALENDAR 2022						
S	M	T	W	TH	F	SA
S	M	T	W	TH	F	SA
S	M	T	W	TH	F	SA
S	M	T	W	TH	F	SA

**3. Skeleton Workforce** - A minimum number of government officials or employees is required to man the office to render service when full staffing is not possible.



**4. Work Shifting** - Applicable to offices/agencies mandated by law to operate 24-hour continuous service delivery on a daily basis, or to agencies required to observe workplace health and safety protocols.



**5. Flexitime** - The agency is allowed to adopt flexible time from 7 a.m. to 7 p.m. on a daily basis, provided that the required forty (40) hours per workweek is complied with.



### Internal rules

It will be the responsibility of every agency to ensure that the delivery of government services, programs, and projects will not be negatively affected, delayed or hampered with the adoption of flexible work arrangements.

Thus, agencies are tasked to create their internal guidelines on the flexible work arrangement that they will adopt and incorporate the same in their public service continuity plans. The internal guidelines should also adopt performance standards and timelines in accordance with Republic Act No. 11032 or the EODB EGSD Act of 2018, and in consonance with approved work plans and targets.

An employee's failure to accomplish tasks within the timelines set by the agency may be a ground to deny subsequent requests for flexible work arrangement.

Agencies are also directed to adopt monitoring mechanisms for daily or weekly reports, to use teleconferencing platforms for meetings or assemblies, and to adopt reasonable and appropriate security measures to ensure confidentiality of official documents and information in compliance with Republic Act No. 10173 or the Data Privacy Act of 2012.

### 6. Combination of Flexible Work Arrangements

- The agency may adopt a combination of any of the abovementioned flexible work arrangements appropriate or applicable to the mandate and functions of the agency



### Benefits

Government agencies shall ensure that employees are provided with support mechanisms during a pandemic or calamity, such as appropriate personal protective equipment and transportation facilities for physically reporting employees, reimbursement of laboratory or medical expenses incurred during official travel, and reimbursement of reasonable expenses incurred during an imposed work-from-home arrangement, subject to existing budgeting, accounting, and auditing rules.

Agencies shall also ensure that, regardless of their work arrangement, employees are provided equal opportunities in terms of awards, promotions, and training; health or psychosocial interventions for mental well-being; and medical benefits for sustained wounds or injuries while in the performance of official duties.





## Improved Customer Management through the Contact Center ng Bayan



Established as the public feedback mechanism of the CSC, the Contact Center ng Bayan (CCB), managed by the Public Assistance and Information Office (PAIO), aims to promote accountability among government agencies by providing citizens with tools to report feedback on government frontline services. The establishment of the facility is provided for by the Anti-Red Tape Act of 2007 and CSC Resolution No. 1400995 issued in July 2014. The CCB offers accessible feedback mechanisms via text or short messaging service (SMS) 0908-881-6565, electronic mail with the address [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph), and through the CCB website, [www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph).

With the passage of Republic Act No. 11032 or the EODB EGSD Act of 2018, the CCB continues its role as a feedback facility on government service delivery. The Implementing Rules and Regulations (IRR) of the said law provides for the inclusion of the CCB in the Citizen's Charter of every government agency to be part of their complaints mechanisms (Rule IV [Citizen's Charter], Section 2 [g] [i]).

Since the CCB started operations in 2012, it has received and acted on a total of 1,144,138 transactions for over a decade. In 2022, the CCB has processed a total of 134,638 transactions classified as simple, complex, and others. The transactions, pertaining to various feedback on service delivery of government agencies, consisted of 61.00% requests for assistance; 25.70% complaints;

6.72% commendations and appreciation feedback; 5.95% queries; and 0.63% suggestions.

On the 27th of September 2022, the CCB celebrated its tenth anniversary with a virtual summit entitled, *CCB: Isang Dekada ng Paglilingkod*, and recognized its partners for excellent service delivery for the past ten years. Included in the celebration was the CCB exhibit showcasing the milestones and achievements of the program and the CCB *Dekada* Virtual Summit Watch Party held at the CSC Central Office lobby graced by Chairperson Karlo A. B. Nograles and CSC officials and employees. The coffee table book for the CCB *Dekada* was also launched during the event.

For 2023, the CCB plans to complete the CCB Facility Upgrade Project to further enhance the center's capabilities and capacities in addressing the citizen's feedback for 10 years and beyond. The CCB Customer Relationship Management systems, hardware and software tools, and equipment along with its processes in addressing overall feedback and expectations of its clients will likewise be upgraded to a future-proof and technology-driven government contact center facility, which could withstand challenges, continuously improve its processes, and sustain and maximize the gains accomplished over the years.

# CONTACT CENTER NG BAYAN (CCB) 2022 REPORT

## I. CCB Data from January 2022 to December 2022

With the new normal of the ongoing pandemic, the CCB continued its service by providing the public with information and assistance on government services and procedures. Through its text messaging service, email, website, hotline, and the CSC's Facebook Page, the CCB provided the public with an avenue to air out their concerns on government service delivery through the said access channels while ensuring that the health and safety of all customers are still prioritized. Throughout the entire year, the CCB has been proactive in soliciting feedback from customers and coordinating them with the concerned government agencies.



Figure 3. CCB Monthly Transactions Distribution, 2022

In 2022, the CCB acted on a total of 134,638 transactions and resolved 134,504 transactions. Figure 3 above shows the volume of feedback received on a monthly basis, with January and August topping the list at 15,497 and 13,368 feedback received, respectively.

Table 1. Category of Transactions Received per Access Mode, January to December 2022

MODE	SIMPLE	COMPLEX	OTHERS	TOTAL
Calls	6	4	0	10
Walk-in Customer	0	40	0	40
Facebook Comments	236	0	0	236
Mail	2	236	0	238
Hotline 8888	231	269	0	500
SMS	14,581	466	7,686	22,733
Facebook	52,408	0	0	52,408
Emails	38,287	4,564	15,622	58,473
<b>GRAND TOTAL</b>	<b>105,751</b>	<b>5,579</b>	<b>23,308</b>	<b>134,638</b>

The concerns can be categorized based on their nature, with the distribution arranged from highest to lowest as follows:

- Requests for Assistance: Predominantly, a significant portion of concerns, totaling 3,403, account for 61.00% of the overall distribution. These concerns signify individuals seeking organizational assistance or support to address issues, obtain specific services, or access benefits.
- Complaints: There were 1,434 concerns classified as complaints, accounting for 25.70% of the total. These concerns reflect the dissatisfaction or grievances expressed by individuals regarding the organization's services, processes, or actions.
- Queries: A total of 332 concerns, representing 5.95%, fall under the category of queries. These inquiries primarily involve individuals seeking information, clarification, or guidance on matters related to the organization's operations or services.
- Commendation/Appreciation: This category comprises 375 concerns, amounting to 6.72% of the data, where individuals express commendation or appreciation for the services or actions provided by the organization.
- Suggestions: Lastly, 35 concerns, representing 0.63% of the total, are classified as suggestions. These concerns typically offer recommendations or ideas to enhance the organization's services, processes, or overall performance.

The CCB categorizes transactions that are acted upon as either simple or complex. Simple transactions are concerns that are normally resolved at the level of the CCB agents and supervisors, such as providing information on queries on government services and procedures. Complex transactions refer to matters that require the involvement of other government agencies. Transactions which do not need further action, such as replies from clients and agencies, follow-ups on existing concerns, duplicate messages, and additional queries are tagged as "others".

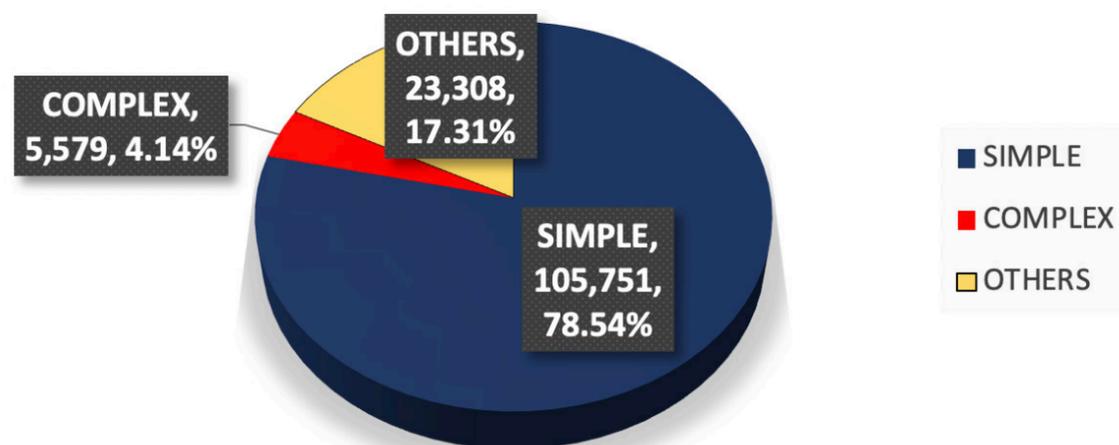


Figure 4. Category of Transactions Received, January to December 2022

Figure 4 shows the breakdown of transactions received by the CCB in 2022. The emails received were 58,473 while Facebook concerns were 52,408. These comprise 82.36 % of the entire transactions received by the facility, while the other 17.65% were received via SMS, scanned mails, the Office of the President's 8888 Citizens' Complaint Hotline, walk-in clients, and phone calls.

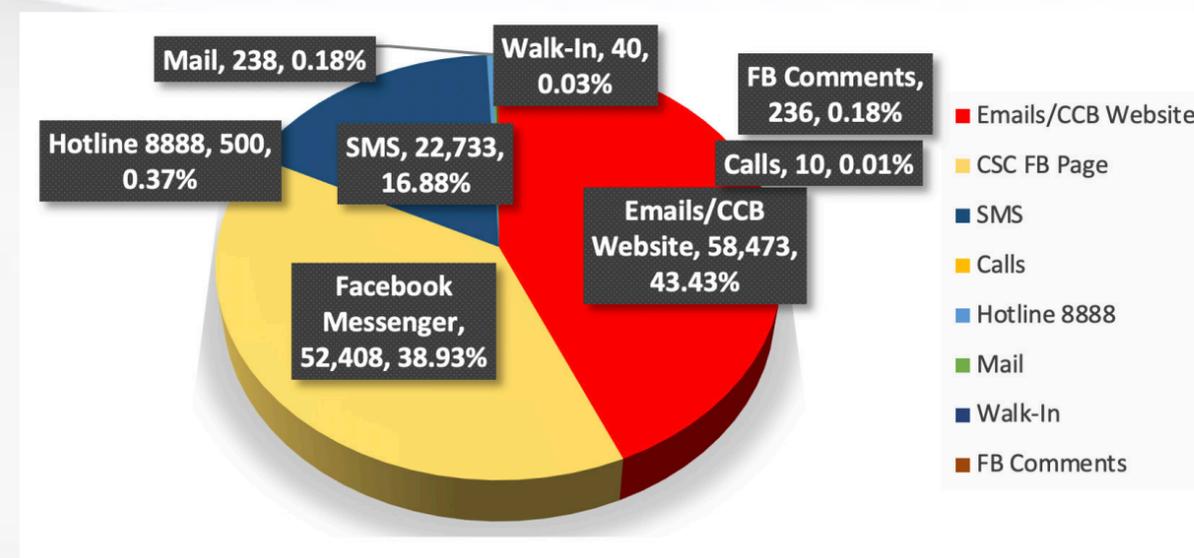


Figure 5. CCB Transactions per Access Mode, January to December 2022

Majority of CCB concerns were received through digital means, with email as the primary means of online communication at 43.43% and Facebook Messenger coming in second at 38.93%. The SMS received for the year came in third at 16.88%, rounding up a good 99.24% of all CCB transactions. This trend was the same for both 2021 and this year as clients were more focused on accessibility as they continued to report their concerns on government services.

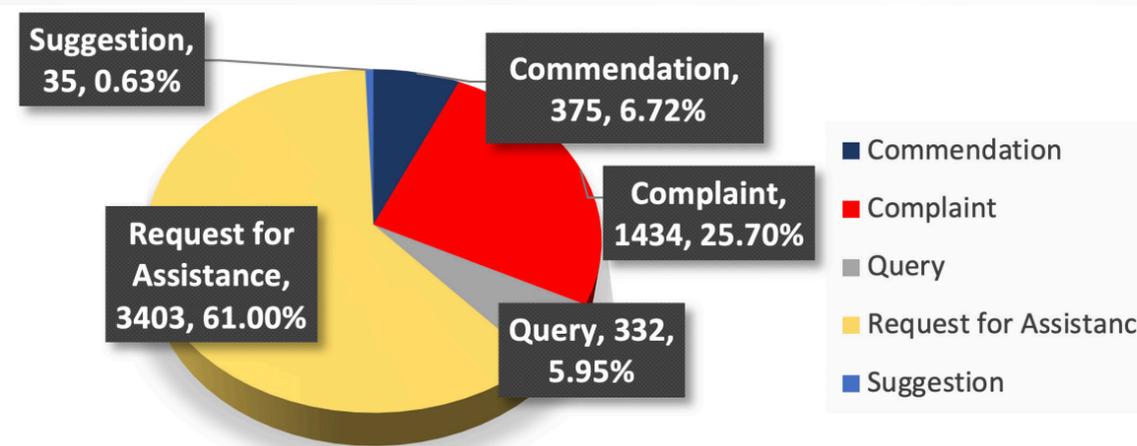


Figure 6. Nature of Complex Transactions Referred to Government Agencies, January to December 2022

Of the 134,638 transactions received in 2022, a total of 5,579 (4.14%) complex concerns were referred to other government agencies; 105,751 (78.54%) simple concerns were addressed directly by the CCB agents; while the remaining 23,308 (17.13%) consisting of follow-ups, replies, and additional queries were recorded and updated in the CCB database. By end of December 2022, the CCB resolved a total of 134,504 complex and simple transactions, posting a resolution rate of 99.90%. The CCB also classifies concerns that are acted upon according to nature: complaint, request for assistance, commendation/appreciation, query, and suggestion.

**Table 3. Top 10 Agencies with Highest Resolution Rate for Complaints**

Rank	Top 10 Agencies with the Highest Complaints Resolution Rate from January to December 2022	Complaints Received	Complaints Resolved	Complaints Received	Resolution Rate	Total # of Resolved within 72 hours	Compliance Rate
1	Social Security System	50	50	50	100.00%	44	88.00%
2	Department of Foreign Affairs	35	35	35	100.00%	34	97.14%
3	Home Development Mutual Fund	30	30	30	100.00%	29	96.67%
4	Philippine Statistics Authority	29	29	29	100.00%	17	58.62%
5	Department of Social Welfare and Development	25	25	25	100.00%	12	48.00%
6	Philippine National Police	24	24	24	100.00%	12	50.00%
7	Bureau of Internal Revenue	52	51	51	98.08%	40	76.82%
8	Department of Education	115	108	108	93.91%	109	94.78%
9	Land Transportation Office	102	94	94	92.16%	31	30.39%
10	Land Registration Authority	25	22	22	84.62%	12	46.15%

**Table 2. Government Agencies with the Highest Resolution Rate for all Transactions**

Rank	Agency	Transactions Received	Transactions Resolved	Resolution Rate
1	Home Development Mutual Fund	73	73	100.00%
2	Philippine Statistics Authority	54	54	100.00%
3	Department of Social Welfare and Development	51	51	100.00%
4	Overseas Workers Welfare Administration	1299	1298	99.92%
5	Bureau of Internal Revenue	275	274	99.64%
6	Social Security System	499	492	98.60%
7	Department of Foreign Affairs	72	70	97.22%
8	Land Transportation Office	156	151	96.79%
9	Department of Education	214	207	96.73%
10	Department of the Interior and Local Government	48	46	95.83%

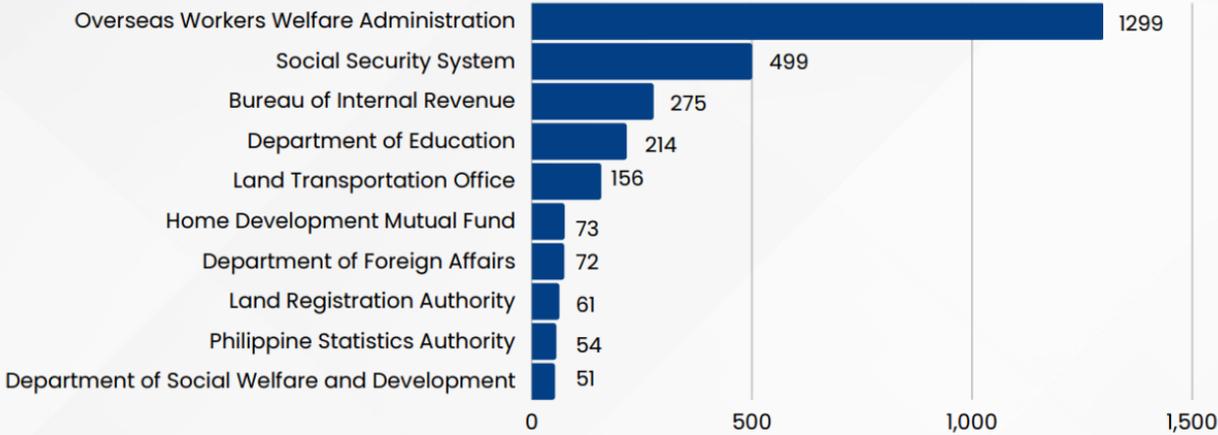
Table 3 shows the top 10 agencies with 25 or more complaints that recorded the highest resolution rate as of the end of December 2022. The compliance rate shown in this table indicates the total number of complaints resolved within 72 hours or three (3) working days as indicated in the Citizen/Client Satisfaction Results as a requirement for the PBB.

The Social Security System (SSS) emerged as the top agency with the highest complaints resolution rate of 100% for 50 complaints resolved, and with a compliance rate of 88.00%. The Department of Foreign Affairs came in second with a 100% resolution rate for 35 complaints, and a compliance rate of 97.14%. The Home Development Mutual Fund came in third, resolving 100% of 30 complaints, and with a 96.67% compliance rate.

Table 2 shows the top 10 agencies with 45 or more referrals that recorded the highest resolution rate as of end of December 2022. Three agencies posted a 100% resolution rate, namely, the Home Development Mutual Fund with 73 transactions, followed by the Philippine Statistics Authority and the Department of Social Welfare and Development with 54 and 51 referrals, respectively.

The CCB ensures that actions on public feedback comply with the number of days required under Republic Act No. 11032. As such, it regularly monitors the resolution rate and compliance rate of concerns referred to government agencies. Aside from conducting regular follow-ups, the CCB initiated the conduct of bulk follow-ups on unresolved concerns. It also introduced the online matrix of referrals, which government agencies/offices may utilize to monitor the status of public feedback referred to them. Focal persons of the offices were given authority to access the online system, which in effect, aided the smooth flow of communication between the CCB and the focal person/s and allowed a more efficient resolution of referred concerns.

The resolution and compliance rate of complaints received by the CCB is one of the criteria for the grant of Performance Based Bonus (PBB) for FY 2022. Memorandum Circular No. 2022-1 or the "Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 Under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016" issued by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems on 24 March 2022 requires Citizen/Client Satisfaction Results as one of the criteria for PBB.



**Figure 7. Agencies with the Most Number of Referrals Received, 2022**

The agency with the highest number of referrals received from the CCB was the Overseas Workers Welfare Administration, with the top issue of Overseas Filipino Workers (OFW) repatriation requests at 25.34%. The SSS came in second with transactions for the processing of benefit claims at 17.13%. The BIR got the third spot with 275 transactions. The top reasons for the request for OFW repatriation include: contracts that have not been renewed; employer violations such as unpaid salaries and benefits; and physical abuse of employees, including maltreatment and sexual offenses.

The most common reports against a government office or agency were still slow processing of transactions, complaints on the conduct/behaviour of government officials/employees, failure to act on requests, and failure to attend to clients. These were the prevalent reasons for concerns about not being able to complete and meet service delivery expectations having been challenged by the quarantine lockdowns brought by restrictions, especially in the second year of the pandemic.

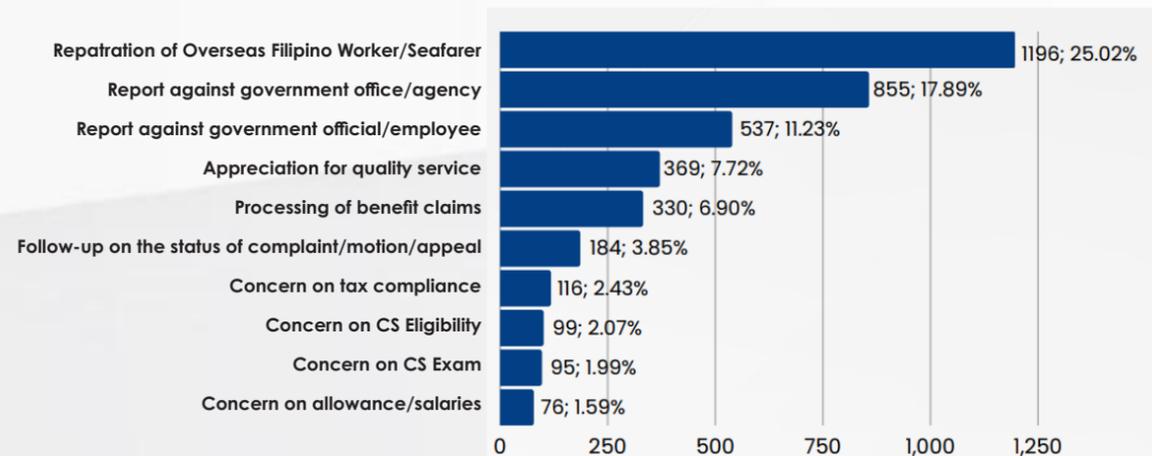


Figure 8. Top Reasons for Contacting the CCB, 2022

### Feedback on CSC Services through Hotline 8888

Table 4. Report on Referrals from 8888 Citizen’s Hotline on CSC Concerns

OFFICE	TOTAL TICKETS	STATUS*		AVERAGE RESPONSE TIME (in working days)
		RESOLVED*	IN PROGRESS	
PAIO	230	230	0	0**
OLA	25	25	0	13
HRPSO	11	2	9	146
CSLO	5	5	0	9
ERPO	10	10	0	7
IRMO	6	6	0	6
HRRO	1	1	0	1
OFAM	2	2	0	3
RO I	10	10	0	2
RO III	28	28	0	6
RO IV	26	26	0	3
RO V	15	15	0	1
RO VI	15	15	0	3
RO VII	13	13	0	3
RO VIII	7	7	0	3
RO IX	9	9	0	11
RO X	17	17	0	1
RO XI	8	8	0	8
RO XII	5	5	0	1
NCR	43	43	0	2
CAR	3	3	0	3
CARAGA	5	5	0	2
BARMM	6	6	0	2
<b>TOTAL</b>	<b>500</b>	<b>491</b>	<b>9</b>	<b>10 working days</b>

The CSC posted a 98.20% resolution rate for acting on 491 out of the 500 tickets referred by Hotline 8888 as of 31 December 2022. Nine referrals from Hotline 8888 remain unresolved by the end of the year. On average, of the 21 CSC offices, fifteen (15) were able to meet the 72-hour timeframe. PAIO achieved the fastest average response time, that is, within the 24-hour response time, while the Human Resource Policies and Standards Office (HRPSO) posted the longest average response time at 146 working days, followed by the Office of Legal Affairs (OLA) with 13 working days average response time.

The predominant nature of the concerns for these offices revolves around highly technical aspects. The Office of Legal Affairs (OLA), which specializes in legal matters, requires considerable time to prepare resolutions. Simultaneously, the Human Resources Policy and Standards Office (HRPSO) develops comprehensive policy explanations.

Table 4 summarizes the CSC-related reports received from the Office of the President through the 8888 Citizen’s Complaint Hotline (Hotline 8888) for the period 3 January to 29 December 2022.

\*Average response time starts from the date the referral was sent to the concerned CSC office to the date the referral was resolved.

Table 5. Summary of Referrals from Hotline 8888 on CSC Concerns

Rank	Top Concerns for Hotline 8888 Referrals to CSC	Transactions	Percentage
1	Feedback on Civil Service Examination	205	41.00%
2	Request for Assistance on CSC Website Errors and inaccessible links	54	10.80%
3	Follow-up on the Status of Complaint/Case/Appeal	34	6.80%
4	Issuance of Certificate of Eligibility (Including Special Eligibilities)	30	6.00%
5	Complaint on Unattended Telephone Lines	15	3.00%

Top concerns referred by Hotline 8888 include feedback on Civil Service Examination (205 or 41.00%); request for assistance on CSC Website errors and inaccessible links (54 or 10.80%); follow-up on the status of existing complaint/case/appeal (34 or 6.80%); issuance of Certificate of Eligibility (30 or 6.00%); and complaint on unattended telephone lines (15 or 3.00%). The CCB monitors the action on the referrals from Hotline 8888 to comply with the 72-hour timeframe provided under Executive Order No. 06 dated 14 October 2016 entitled “Institutionalizing the 8888 Citizens’ Complaint Hotline and Establishing the 8888 Citizens’ Complaints Center”.

Table 6. CCB Year-on-Year Transactions, 2012 to 2022

YEAR	TOTAL TRANSACTIONS	TOTAL RESOLVED	RESOLUTION RATE
2012	5,521	5,521	100.00%
2013	45,028	45,028	100.00%
2014	41,326	41,326	100.00%
2015	63,281	63,281	100.00%
2016	106,839	106,839	100.00%
2017	195,316	109,136	100.00%
2018	108,633	108,633	100.00%
2019	95,062	93,927	98.81%
2020	136,112	134,726	98.98%
2021	212,382	211,726	99.69%
2022	134,638	134,504	99.90%
<b>TOTAL</b>	<b>1,144,138</b>	<b>1,054,647</b>	<b>92.18%</b>

\* End of year Resolution Rate

## II. Summary of Accomplishments from 2012 to 2022

Since its pilot run in 2012, the CCB has consistently fulfilled its role of providing the public with information on government services and procedures while simultaneously receiving feedback from customers and communicating the same to the government agencies concerned, giving the public an opportunity to directly contribute to improving government service delivery.

### A. Data on Complaints on Government Frontline Service

The CCB has received and acted on a total of 1,144,348 transactions from September 2012 to December 2022. The concerns received range from requests for assistance on government transactions, to suggestions for continual improvement, commendations appreciating the service provided, and complaints that can be looked at as the basis for streamlining and improvement of government processes. These concerns were either acted upon immediately at the level of the CCB agents, or elevated to the heads of the concerned agencies for appropriate action/resolution.

Initially established to support the implementation of the Anti-Red Tape Act, the CCB has given particular attention to complaints related to the delivery of government frontline services. For several years, “slow process” consistently remained the top reason for customer dissatisfaction, followed by “discourtesy”. In 2022, “slow process” still ranked first, while “complaint against the conduct of government official/ employee” ranked second in the nature of complaints. Most of the complaints received in 2022 were due to experiences of delays in the processing of transactions and to the conduct/attitude of government officials/employees.

**Table 7. Top Nature of Complaints on Delivery of Government Service, 2013-2022**

Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
1	Slow process (43.40%)	Slow process (31.75%)	Slow process (28.97%)	Slow process (53.34%)	Slow process (56.89%)	Slow process (46.56%)	Slow process (33.22%)	Slow process (32.54%)	Slow process (24.49%)	Slow process (27.67%)
2	No Noon Break (13.70%)	Discourtesy (14.96%)	No Noon Break (13.70%)	Discourtesy (7.82%)	Unclear procedures (8.25%)	Discourtesy (11.92%)	Discourtesy (19.03%)	Discourtesy (20.85%)	Poor service/poor facility (20.41%)	Complaint against the conduct of government official/employee (22.85%)
3	Discourtesy (13.26%)	No Noon Break (12.44%)	Discourtesy (13.39%)	Failure to attend to clients during office hours (5.92%)	Unattended Hotline number (8.20%)	Failure to act on request (6.51%)	No Noon Break (8.74%)	Failure to act on request (12.81%)	Failure to act on request (20.41%)	Failure to act on request (10.95%)
4	Failure to attend to clients during office hours (7.76%)	Fixing Activities (8.14%)	Failure to attend to clients during office hours (10.11%)	Unclear procedures (5.57%)	Discourtesy (5.70%)	Failure to attend to clients during office hours (5.75%)	Poor service/poor facility (7.70%)	Failure to attend to clients during office hours (6.16%)	Discourtesy (18.37%)	Unclear procedures (7.27%)
5	Fixing Activities (7.59%)	Failure to attend to clients during office hours (7.51%)	Fixing Activities (7.36%)	No Noon Break (4.65%)	Failure to act on request (5.38%)	No Noon Break (5.65%)	Failure to attend to clients during office hours (6.75%)	Poor service/poor facility (6.03%)	Unclear procedures (16.33%)	Failure to attend to clients during office hours (2.08%)

The data above shows that through the years, complaints on “slow process” consistently emerged as the top complaint. There are, however, varying percentages of “slow process” complaints across the years. By the time R.A. No. 11032 has been enacted, it may be noticed how the percentage of “slow process” complaints decreased versus the total number of complaints received. R.A. No. 11032 requires all agencies to streamline procedures and comply with the prescribed 3–7–20 day processing time. Among the salient outcomes of the CCB operation is that it provided an empirical basis on the sentiments of the customers toward government agencies. The table below shows the top 10 agencies with the highest number of complaints on delivery of service from 2013 to 2022.

**Table 8. Agencies with the Highest Number of Complaints Related to Government Frontline Service Delivery, 2013-2022**

Rank	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
1	Land Transportation Office	Land Transportation Office	Land Transportation Office	Social Security System	Social Security System	Land Transportation Office	Land Transportation Office	Social Security System	Social Security System	Department of Education
2	Social Security System	Social Security System	Social Security System	Land Transportation Office	Land Transportation Office	Social Security System	Social Security System	Land Transportation Office	Department of Education	Land Transportation Office
3	Government Service Insurance System	Land Registration Authority	Bureau of Internal Revenue	Department of Foreign Affairs	Home Development Mutal Fund	Bureau of Internal Revenue	Bureau of Internal Revenue	Bureau of Internal Revenue	Bureau of Internal Revenue	Social Security System
4	Bureau of Internal Office	Bureau of Internal Office	Land Registration Authority	Bureau of Internal Office	Department of Foreign Affairs	Land Registration Authority	Land Registration Authority	Department of Social Welfare and Development	Land Transportation Office	Bureau of Internal Revenue
5	Professional Regulation Commission	Home Development Mutal Fund	Home Development Mutal Fund	Home Development Mutal Fund	Bureau of Internal Revenue	Home Development Mutal Fund	Home Development Mutal Fund	Philippine Statistics Authority	Department of Foreign Affairs	Department of Foreign Affairs
6	Land Registration Authority	National Bureau of Investigation	Philippine Health Insurance Corporation	Land Registration Authority	Land Registration Authority	Philippine Statistics Authority	Professional Regulation Commission	Land Registration Authority	Philippine Statistics Authority	Department of the Interior and Local Government
7	Home Development Mutal Fund	Department of Health (Hospitals)	Department of Foreign Affairs	Government Service Insurance System	Government Service Insurance System	Department of Foreign Affairs	Philippine Statistics Authority	Department of the Interior and Local Government	Department of Health	Land Registration Authority
8	National Statistics Office (PSA)	Government Service Insurance System	National Bureau of Investigation	Philippine National Police	Philippine National Police	Professional Regulation Commission	Department of Foreign Affairs	Philippine Postal Corporation	Department of Public Works and Highways	Philippine Statistics Authority
9	Philippine Health Insurance Corporation	Philippine Statistics Authority	Philippine Statistics Authority	Philippine Statistics Authority	Land Transportation Franchising and Regulatory Board	Philippine Health Insurance Corporation	Philippine Postal Corporation	Home Development Mutal Fund	Land Registration Authority	Department of Social Welfare and Development
10	Department of Foreign Affairs	Professional Regulation Board	Land Bank of the Philippines	Professional Regulation Commission	Philippine Statistics Authority	National Bureau of Investigation	National Bureau of Investigation	Department of Health	Department of Social Welfare and Development	Home Development Mutal Fund

From 2013 to 2015 and from 2018 to 2019, the Land Transportation Office landed the top spot among agencies with the highest number of complaints related to frontline service delivery. The Social Security System also reached the top spot from 2016 to 2017 and in 2020. For 2022, the Department of Education recorded the most number of complaints at 9.27% with complaint against a government official/employee as one of the main reasons for such feedback. The high number of complaints received by these agencies may be attributed to the size of their clientele.

### III. CCB Dekada Celebration

The CCB celebrated its 10th anniversary on 27 September 2022 and to commemorate this important milestone of the primary government feedback facility, activities were carried out as part of the Philippine Civil Service Anniversary celebration.

A virtual summit entitled *CCB: Isang Dekada ng Paglilingkod* (The Nation’s Contact Center: One Decade of Public Service Delivery), which premiered on the CSC Facebook Page and CSC YouTube Channel on 27 September 2022, was the main event for this celebration. The top 20 government agencies with the highest resolution rates on complaints were recognized as the key partners of CCB in promoting the ease of doing business and efficient government service delivery. Messages and celebratory greetings from the Office of the President, Office of the Vice President, Senate of the Philippines, House of Representatives, and heads of the CSC were featured in the event.

Clips from interviews collated for the recognized top 20 agencies prior to the summit were the highlights from the said event. The interviews gave insights on how these agencies partnered with CCB to ensure that all customer concerns are acted upon and provided a resolution. These agencies also shared their best practices in

providing efficient and effective customer service to their clients.

The CSC Central Office held a watch party for the virtual summit at the lobby of the main building attended by CSC Chairperson Karlo A. B. Nograles and Commissioner Ryan Alvin R. Acosta and other officials and employees. The CCB also invited all government agencies to conduct their own virtual watch parties and send in their pictures so the CCB can acknowledge their support for the 10th anniversary program.

The virtual summit also included a soft launch of the commemorative coffee table book entitled, *CCB: Isang Dekada ng Paglilingkod* (The Nation’s Contact Center: One Decade of Public Service Delivery) which gave a sneak peek on its contents. The digital copy of CCB Coffee Table Book is available for download from the CSC and CCB websites as well as the CSC Facebook Page and has been distributed to all national government agencies, government-owned and controlled corporations, provincial and local government units, state universities and colleges, and Philippine embassies and consulates.



CCB Program Manager and PAIO Director IV Maria Luisa Salonga-Agamata (7th from L) presents the commemorative coffee table book entitled *CCB: Isang Dekada ng Paglilingkod* to CSC Chairperson Karlo A. B. Nograles (6th from L), Commissioner Aileen Lourdes A. Lizada (attending virtually), and Commissioner Ryan Alvin R. Acosta (5th from L). Joining them are (L-R) CSC Human Resource Relations Office (HRRO) Director III Krunimar Antonio D. Escudero III and Director IV Ma. Theresa C. Fernandez, Acting Executive Director IV Victoria F. Esber, Assistant Commissioner for Special Concerns Karin Litz P. Zerna, Assistant Commissioner for Legal Concerns Ariel G. Ronquillo, CSC Integrated Records Management Office Director IV Noreen Boots Gocon-Gragasin and Acting Director III Jilven T. Amar, CSC Office for Financial and Assets Management Acting Director IV Maria Victoria M. Salazar, and PAIO Acting Director III Fiaberna U. Salumbides.

# CCCB

ISANG DEKADA NG PAGLILINGKOD



**CONTACT CENTER ng BAYAN**

Your direct line to efficient public service

## REPORT THE FOLLOWING VIOLATIONS

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

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

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

#### **(a) 1ST OFFENSE**

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

#### **(b) 2ND OFFENSE**

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

Criminal liability shall also be incurred through the commission of bribery, extortion, or maliciously soliciting favor in cash or in kind.  
The Penal Code and other special laws shall also apply.

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

Text

**0908 881-6565**

Email

**email@contactcenter  
ngbayan.gov.ph**

Log-on to

**www.contactcenterng  
bayan.gov.ph**

**www.facebook.com/  
civilservicegovph**



(L-R) Civil Service Commission Chairperson Karlo A. B. Nograles, Commissioner Aileen Lourdes A. Lizada, and Commissioner Ryan Alvin R. Acosta check operations at the Contact Center ng Bayan (CCB) facility with Program Manager and CSC Public Assistance and Information Office (PAIO) Director IV Maria Luisa Salonga-Agamata (rightmost).

## Promoting and Harnessing Public Sector Employee Organizations



Accreditation confers on a PSEO the right to be the sole and exclusive negotiating agent (SENA) of the organization. Only registered PSEOs can apply for accreditation. Seventy-four (74) PSEOs were accredited in 2022. By yearend, total number of accredited PSEOs reached 1,343 with LGUs accounting for 760 or 56.58%; NGAs at 228 or 16.97% ; GOCCs, 182 or 13.55%; and SUCs, 173 or 12.88%.

Accredited PSEOs are conferred the right to negotiate with management on terms and conditions of employment not fixed by law which are then reflected in the Collective Negotiation Agreements (CNA). A total of 347 CNAs were registered with the CSC in 2022, a big leap compared to the 275 CNAs registered in 2021. But while CNA registration posted a high number in 2022, there were 705 active CNAs by yearend 2022 owing to the expiration of the agreements.

Despite health restrictions, employee registration, accreditation and CNA registration applications or petitions were processed or acted upon, resulting in increased number specifically in the CNA registration. To facilitate processing, initial submission of requirements through email was allowed. With the increase in the number of registered, accredited and CNA registered employee organizations, the Commission saw the need to maintain a reliable database on the PSEOs. The Processes on Employee Association and Registration System (PEARS) was upgraded in 2022, allowing faster and more complete generation of statistical reports on the employee relations processes.

**Table 8. Registered, Accredited, and CNA-Registered Employee Organizations By Sector, 2022**

Sector	Registered Employee Organizations	Accredited Employee Organizations	With CNA-Registered Employee Organizations
National Government Agencies	594	228	107
Local Government Units	924	760	393
State Universities & Colleges	251	173	113
Government-Owned & Controlled Corp.	218	182	92
<b>Total</b>	<b>1,987</b>	<b>1,343</b>	<b>705</b>

The Commission, through the Human Resource Relations Office (HRRO), continued to pursue initiatives to fulfill its role of building and maintaining a conducive working environment for government employees. These include the implementation of programs and policies that promote awareness on employee rights and privileges, encourage employee participation on matters affecting their welfare and advance health and safety in the workplace.

### Employee Organization Registration and Accreditation

Registration of public sector employee organizations (PSEOs) continued apace in 2022. Registration confers the employee organization the right to represent the organization unit. A total of 68 PSEOs were conferred registration status jointly by the CSC and the Department of Labor and Employment – Bureau of Labor Relations. Said figure represents a 3.42% increase over the previous year's total. Of the PSEOs which registered in 2022, 40 were from local government units (LGUs); 12 from national government agencies (NGAs); nine (9) from state universities and colleges (SUCs); and seven (7) from government-owned and controlled corporations (GOCCs). By yearend 2022, total number of registered PSEOs reached 1,987 with LGUs accounting for 924 or 46.5%; NGAs with 594 PSEOs or 29.09%; SUCs with 251 PSEOs or 12.63% and GOCCs, 218 PSEOs or 10.47%.

**Table 10. Regional Distribution of Registered, Accredited, and With CNA-Registered Employee Organizations**

Region	Registered Employee Organizations	Accredited Employee Organizations	With CNA-Registered Employee Organizations
Region I	105	76	45
Region II	82	61	32
Region III	131	90	53
Region IV	179	129	76
Region V	153	98	67
Region VI	155	111	46
Region VII	124	96	54
Region VIII	141	83	37
Region IX	82	37	12
Region X	106	72	41
Region XI	96	52	26
Region XII	88	9	21
NCR	358	267	134
CAR	83	51	31
CARAGA	86	52	28
BARMM	18	9	2
<b>TOTAL</b>	<b>1,987</b>	<b>1,343</b>	<b>705</b>

### Labor Education

Information, education, and communication of rules, regulations, programs, and policies on employee relations were prioritized in 2022. The Commission, through HRRO, conducted orientation programs and workshops on the right to organize as well as on the processes involved in the availment of said privilege. Ten webinars were conducted in 2022. Updates on labor relations policies were provided through two face-to-face sessions conducted with employee associations. Standardization of training modules began in 2022 to ensure uniformity and enhance as well the learning experience of participants.

### Conciliation

The CSC renders conciliation services to individual members of employee organizations, among employee organizations, or between management and an employee organization. Conciliation among individual members of employee organizations may include interpretation of constitution and by-laws, membership requirements and member benefits. Among employee organizations, conciliation may pertain to concerns related to conduct of election, auditing and reporting of financial status, extended terms of office of officials, among others. Interpretation of Collective Negotiation Agreement (CNA) provisions and employee representation may be a cause for conciliation between management and an employee organization.

Among the conciliation cases lodged with the Commission were that involving the Department of

Social Welfare and Development and its accredited employee organization, the Social Welfare Employees' Association of the Philippines. Conciliation proceedings were also initiated with the officers of the management of the Philippine Statistics Authority and its employee organization, the Union of Statistics Employees. In both cases, the parties were able to reach a common

### Policy Review and Formulation

The Commission also sets the direction of labor relations in the public sector through the review and crafting of policies, rules, and regulations.

Policies developed by the HRRO are passed upon by an inter-agency body, the Public Sector Labor Management Council (PSLMC). Created under Executive Order No. 180 issued in 1989, the Council acts on matters relating to inter and intra-union disputes. The CSC Chairperson serves as the Council Chair, the Secretary of the Labor and Employment Department as the Vice-Chair, and Secretaries of the Finance, Justice, and Budget and Management Departments as members.

In 2022, three (3) regular meetings and one special meeting of the PSLMC Technical Working Group was organized by HRRO. On the other hand, the Council Proper met thrice to act on proposed directives and other matters relating to the right to organize of specific individuals and groups.

Three PSLMC policy resolutions were promulgated in 2022. The Guidelines on the Lifetime and Automatic Renewal Clause of Collective Negotiation Agreements (CNA) extends the lifetime or duration of collective negotiation agreements registered with the CSC from three to four years. The said guidelines also provide that all CNAs, regardless of the presence of an "automatic renewal clause" provision may be granted an extension of a maximum of one year after its expiration, provided the employee organization has shown proof of an earnest effort to renegotiate with management within 60 calendar days prior its expiration.

Also promulgated in 2022 was a resolution which required the establishment of an Employees' Organization - Management Consultative Committees in all agencies. Said committee shall be composed of not more than five (5) members each from management and the accredited employees' organization. Its functions include that of monitoring the implementation of CNA provisions.

The Guidelines on the Use of Time Off by Public Sector Labor Employees Organizations support officials and members in the performance of their duties and obligations. It provides that the grant of time-off shall be negotiated and incorporated in the CNA, including the frequency and the manner of availment. Time-off is a reasonable time away from work granted by the management to an employee who is a member or an officer of a registered employees' organization to attend, on official time, to trainings or other related activities of the organization.

Aside from the policy resolutions, four (4) cases were resolved in 2022. These included complaints of unfair labor management practices, disqualification in the election of officers of an employee organization member who has been designated as a director, cancellation of certificate of registration, and petition for certification election.

To better assist EOs and human resource management officers (HRMOs), HRRO completed a study among heads of EOs and HRMOs to validate and establish information toward more responsive labor relations initiatives. Carried out in coordination with the CSC Regional Offices, the survey gathered inputs on the (a) Profile of PSEO Presidents; (b) PSEO President feedback on CSC and labor relations processes; (c) PSEO and HRMO learning and development needs; (d) PSEO involvement in agency committees; (e) PSEO participation in the agency's mental health and occupational safety and health programs; (f) agency support to PSEOs; and (g) communicating with PSEOs and HRMOs. Also generated in 2022 were data on employee participation in agency committees, grievance machinery and similar mechanisms availed of by state employees and CSC issuances on employee relations.

## Occupational Health and Safety

The year in review witnessed increased involvement in health and safety concerns principally through tie-ups with the DOH and the Occupational Safety and Health Council – Department of Labor and Employment.

On the drawing board are policies relating to cancer control, COVID-19 mitigation, and healthy workplace promotion. The Commission took part in DOH initiatives on mental health. To complement CSC Memo Circular No. 4, s. 2020 which directs government agencies to draw up their respective mental health programs, CSC conducted a nationwide webinar on mental health in April in coordination with the health department. Sessions on the adoption by agencies of a mental health program included discussions on the role of employee organizations in implementing said program.

Orientation programs on occupational health and safety were conducted among government agencies nationwide to disseminate information on CSC-DOH-DOLE Joint Memorandum Circular No. 1. s. 2020.

A total of 12 webinars on policies relating to working conditions such as programs on occupational safety and health and mental health program in the public sector were conducted. In both programs, the roles and responsibilities of employee organizations were emphasized and highlighted.



## Inputs to Legislation on Civil Service Matters

The CSC closely liaises with both the House of Representatives and Senate on legislative matters especially on those affecting public personnel administration system and people working in government. The Commission also assists legislators in facilitating requests for technical help and advice, including those affecting their constituents.

### Inter-agency Meetings on the Proposed Amended Implementing Rules and Regulations of the Philippine Tropical Fabrics (PTF) Law or R.A. No. 9242

Pursuant to Section 5 of the PTF law, the CSC, in coordination with the Department of Agriculture (DA), Department of Science and Technology (DOST), Department of Trade and Industry (DTI), and in consultation with the concerned private sector, shall promulgate the rules to implement this Act consistent with the viable development plan for the sector.

In recognition of the need to review and amend the existing Implementing Rules and Regulations (IRR) of the PTF Law because of the identified challenges that delay the full implementation of R.A. No. 9242, the CSC convened the Inter-agency Technical Working Group (TWG) on the proposed Amended IRR of the PTF Law. Said TWG is composed of the DA – Philippine Fiber

Industry Development Authority (DA-PhilFIDA); DOST – Philippine Textile Research Institute (DOST-PTRI); DTI; and CSC.

A series of virtual and face-to-face meetings were conducted, including consultations with stakeholders in the private sector representing various companies/organizations in the PTF Industry. The output is a Draft Amended IRR to be presented to the (Civil Service) Commission *en banc* for approval and promulgation.

Upon its promulgation, the CSC shall publish the approved Amended IRR of the PTF Law and issue the corresponding memorandum circular informing and directing its implementation by all government agencies.

### Progress of the CSC's Priority Bills for the 19th Congress

a. House Bill (HB) No. 5039 - *"An Act Amending Section 4 of Republic Act No. 6656, or an Act to Protect the Security of Tenure of Civil Service Officers and Employees in the Implementation of Government Reorganization"*

The bill authored by Representative Kristine Alexie B. Tutor, Chairperson of the House Committee on Civil Service and Professional Regulation, was deliberated at the Committee level on 22 November 2022. The bill is the exact same version of the CSC-drafted bill, which is among the priority bills of the CSC. Human Resource Policies and Standards Office Director III Sheila G. Acuña represented the CSC at the meeting. The bill was approved at the Committee level on the same day.

b. *"An Act Creating the Human Resource Management Office in the Local Government Units, and Defining its Functions"* (HRMO in LGUs)

The proposed bill is the CSC's priority legislative measure for the 19th Congress. It seeks to mandate the Local Government Units (LGUs) to create the Human Resource (HR) Department/Office in the province, city, and first to third-class municipalities, as it plays an important role in the delivery of public service through the placement of competent and credible employees or officials in the different positions in the plantilla of the LGUs in order to perform the mandate of every office in the LGU.

For the fourth to sixth-class municipalities, however, the creation of the office is optional but the creation of the position of Human Resource Management Officer (HRMO) shall be mandatory.

Five (5) members of the House of Representatives have filed similar bills in the 19th Congress: Rep. Ruth Mariano-Hernandez, Rep. Wowo Fortes, Rep. Margarita Ignacia B. Nograles, Rep. Gus S. Tambunting, and Rep. Manuel T. Sagarbarria. It is noted that Rep. Sagarbarria filed the CSC version of the bill.

The bills were deliberated at the Technical Working Group (TWG) meeting of the House Committee on Local Government on 13 December 2022. House Bill No. 4296 introduced by Rep. Margarita Ignacia Nograles has been approved at the TWG meeting, and all other similar bills shall be consolidated with the said bill.

In the Senate, Senators Ramon “Bong” Revilla Jr. and Aquilino “Koko” Pimentel III filed similar bills on HRMO in LGUs in the 19th Congress.

### Participation and submission of comments during the deliberations on the following laws passed within the year:

- a. R.A. No. 11646 – “An Act Promoting the Use of Microgrid Systems to Accelerate the Total Electrification of Unserved and Underserved Areas Nationwide” (Approved on 21 January 2022)
- b. R.A. No. 11701 – “Night Shift Differential Pay” (Approved on 13 April 2022)
- c. R.A. No. 11768 – “Sangguniang Kabataan Reform Act” (Approved on 6 May 2022)
- d. R.A. No. 11897 – “An Act Declaring The Second Thursday of January of Every Year a Special Working Holiday to be Known as ‘National Baptist Day’ (Lapsed into Law on 23 July 2022)

### Active participation and submission of comments during the deliberation of the bills/resolutions:

- a. Substitute Bill – “Magna Carta for Public Disaster Risk Reduction and Management (DRRM) Workers”

The CSC, represented by the Office for Legal Affairs (OLA), has actively participated in the meetings of the House Committee on Disaster Resilience that deliberated on the House bills seeking to provide a Magna Carta for DRRM Workers during the 18th Congress. The CSC’s position paper was submitted to the Committee on 14 January 2022.

- b. House Bill (HB) No. 4958 - “An Act Establishing a Provincial Office of the Commission on Higher Education (CHED) in the Province of Negros Occidental and Appropriating Funds Therefor”

The CSC provided comments on the bill on 5 April 2022, as requested by the Office of the Deputy Executive Secretary for Legal Affairs during the 18th Congress. The bill has been approved on third reading in both houses of Congress.

- c. Senate Bill (SB) Nos. 203 and 470 - “An Act Institutionalizing Anti-Drug Abuse Councils in Every Local Government Unit, and for Other Purposes”

The proposed bill seeks the establishment of the Anti-Drug Abuse Office and the creation of the plantilla positions therein. The CSC, represented by OLA, actively participated in the committee meetings and submitted its comments to the Committee on 18 November 2022.

- d. Substitute Bill – “Bureau of Immigration Modernization Act”

The Presidential Legislative Liaison Office (PLLO) – House of Representatives requested the CSC to provide comments on the substitute bill otherwise known as the “Bureau of Immigration Modernization Act.” The CSC’s comments drafted by the HRPSO and the Commission Secretariat and Liaison Office (CSLO) were submitted to the PLLO on 21 November 2022.

- e. House Bill Nos. 1363 and 3725 - “An Act Declaring the First Day of February of Every Year as National Hijab Day and Promoting an Understanding of the Muslim Tradition of Wearing a Hijab”

The proposed bills seek to declare 1 February of every year as National Hijab Day in order to raise awareness on the religious practice of wearing a hijab. The OLA represented the CSC in the committee meeting and the CSC’s comments were submitted to the Committee on 12 December 2022. The substitute bill HB No. 5693 has been approved on third reading at the House of Representatives.

- f. House Bill (HB) No. 3559 - “An Act Creating the Philippine Amusement and Gaming Commission (PAGCOM), Authorizing the Appropriation of Funds Therefor, and for Other Purposes”

The proposed bills seek to create the PAGCOM which will act as the quasi-judicial, regulatory body of the gaming operations in the country. The CSC submitted its comments on the bill on 12 December 2022.

### Participation in the deliberation of various important legislative measures such as:

- Delivery Platform Riders Protection Act of 2022;
- Freelancers Protection Act (Senate Bill [SB]);
- Department of Water Resources/Water Regulatory Commission;
- Forensic DNA Database Act (SB);
- National Police Clearance System Act (SB);
- Rank Classification in the Bureau of Fire Protection and Bureau of Jail Management and Penology (SB);
- Human Resource Management Office in Local Government Units (LGUs)/ Business Permits and Licensing Office (BPLO)/General Services Office (GSO) in LGUs (House Bill [HB]);
- Magna Carta of Day Care Workers/Child Development Workers;
- Philippine National Railway Structuring Act;
- National Housing Authority Act (HB);
- Real Property Valuation and Assessment Reform Act;
- Rightsizing the National Government (HB);
- Security of Tenure for Non-Regular and Regular Employees of the Government (HB);
- SOGIESC Equality Act (SB);
- State Universities and Colleges (SUCs) Mental Health Services Act (HB); and
- Teaching Career Progression Act (HB).





## Professionalized Civil Service and Cooperation in the Workplace (Core HR Functions)

### Building a Professional Bureaucracy

Part of the CSC's mandate is to build a competent and high-performing bureaucracy, which starts with attracting, selecting, and appointing qualified and suitable individuals to government positions.

### Post-pandemic examination administration

The CSC regularly administers civil service examinations based on the Constitutional mandate that appointments in the civil service (except to certain positions defined by law) shall be made according to merit and fitness, to be determined as far as practicable by competitive examinations.

The career service examination is a general ability test designed to measure and assess an individual's general scholastic aptitude. Passing rate is 80.



Passing the Professional level will result in the conferment of corresponding Career Service Professional eligibility, a second level eligibility appropriate for appointment to second and first level positions in the government.

Conversely, the Career Service Subprofessional eligibility which results from passing the Subprofessional exam shall be appropriate for appointment to first level (clerical) government positions.

The CSC stressed, though, that both eligibilities shall not apply to positions involving practice of profession that require an appropriate license, and those positions covered by special laws.

The CSC held the Career Service Examination (CSE) Professional and Subprofessional levels in pen-and-paper mode and the Intermediate Competency on Local Treasury Examination (ICLTE) in 7 August. It was the biggest turnout of examinees in a single day since the COVID-19 pandemic started in 2020, with the relaxation of quarantine rules and continuous observance of health protocols.

The CSE-Professional test was taken by 117,907 or 93.92% of the registered 125,541 examinees. Meanwhile, 20,764 or 93.54% of the 22,199 expected examinees took the Subprofessional level.

In addition, 379 examinees or 87.13% of the 435 registered examinees were able to take the ICLTE.

In 2022, the CSC administered 14 eligibility examinations. Said eligibility exams include the Career Service Examination-Pen and Paper Test (CSE-PPT) for Professional and Subprofessional levels; and the Fire Officer Exam (FOE), Penology Officer Exam (POE), Basic Competency on Local Treasury Exam (BCLTE), and CSE for Foreign Service Officer (CSE-FSO).

**Table 11. Number of Civil Service Examinations Conducted According to Time and Venue, as of December 2022**

TITLE OF EXAM	TARGET DATE	ACTUAL DATE OF CONDUCT
1. CSE-PPT - Professional (CSC ROs)	13 March 2022	13 March 2022
2. CSE-PPT - Subprofessional (CSC ROs)	13 March 2022	13 March 2022
3. Fire Officer Examination (CSC ROs)	10 October 2021	24 April 2022
4. Penology Officer Examination (CSC ROs)	10 October 2021	24 April 2022
5. Basic Competency on Local Treasury Examination (CSC ROs)	10 October 2021	24 April 2022
6. CSE-Foreign Service Officer (CSC ROs)	24 April 2022	24 April 2022
7. CSE-PPT - Professional (CSC ROs)	19 June 2022	19 June 2022
8. CSE-PPT - Subprofessional (CSC ROs)	19 June 2022	19 June 2022
9. CSE-PPT - Professional (CSC ROs)	7 August 2022	7 August 2022
10. CSE-PPT - Subprofessional (CSC ROs)	7 August 2022	7 August 2022
11. Basic Competency on Local Treasury Examination (CSC ROs)	7 August 2022	7 August 2022
12. Fire Officer Examination (CSC ROs)	23 October 2022	23 October 2022
13. Penology Officer Examination (CSC ROs)	23 October 2022	23 October 2022
14. Basic Competency on Local Treasury Examination (CSC ROs)	23 October 2022	23 October 2022



CSC Chairperson Karlo A. B. Nograles visits the testing sites to inspect the actual operations of the exams.

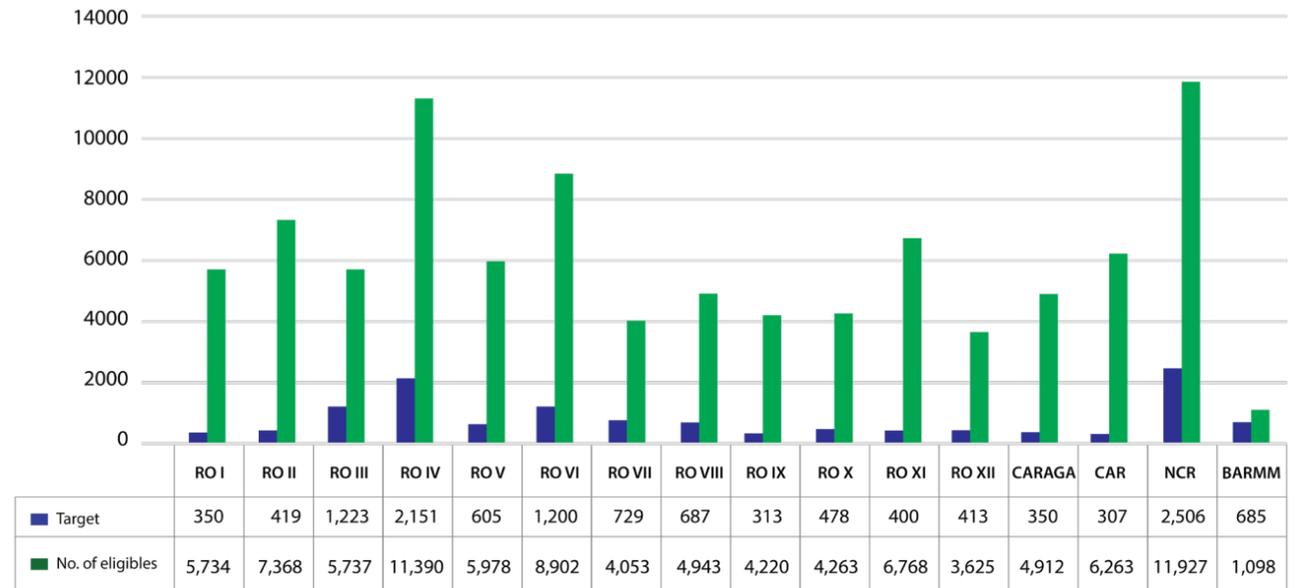
## Pool of Eligibles

A total of 97,181 individuals were added to the pool of eligibles or those who were granted eligibilities as a result of examinations conducted, and from applications for special types of eligibilities or those granted under specific laws and CSC issuances. The pool of eligibles for 2022 is broken down according to the type of eligibility, as follows:



**Figure 9. Number of Eligibilities Granted Per Type of Eligibility or Examination Conducted, as of December 2022**

In 2022, the type of special eligibilities most availed of were the Honor Graduate Eligibility with 15,565 eligibilities granted; Barangay Official Eligibility with 3,375; and Skills Eligibility - Category II with 2,163. Meanwhile, only one (1) application was received and approved for the Veteran Preference Rating Eligibility.

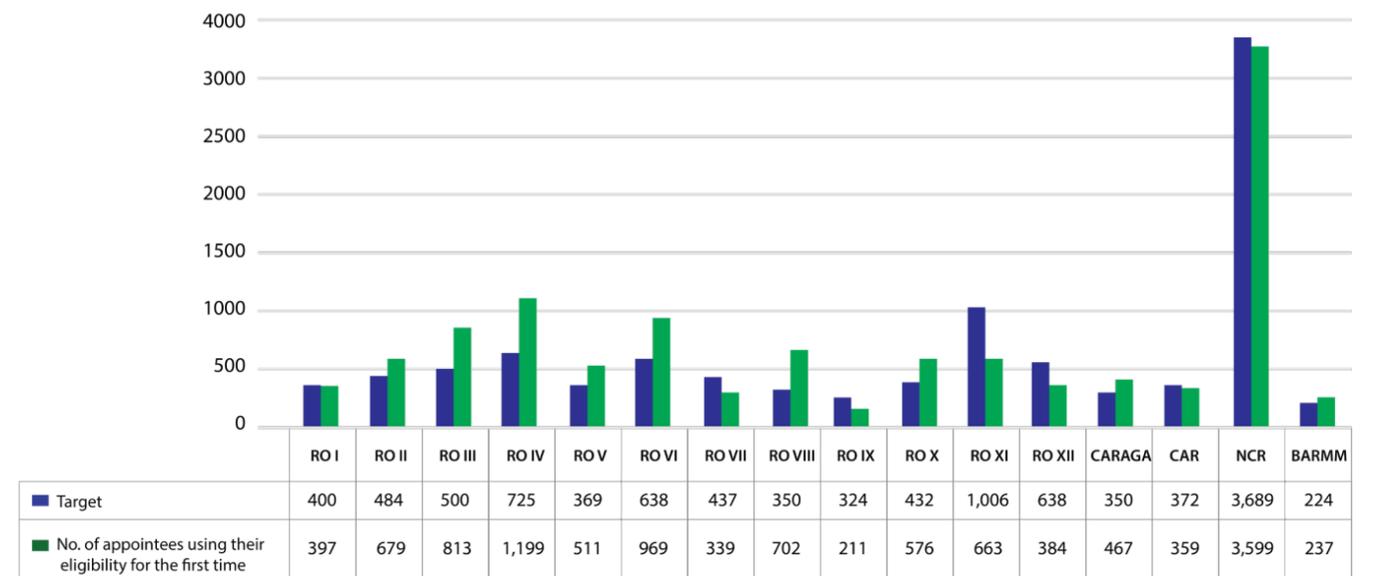


**Figure 10. Number of New Eligibles Per Region, as of December 2022**

As of December 2022, the accomplishment for this indicator has exceeded the target by 658.28%. Furthermore, all delivery units have exceeded their individual targets by at least 60%.

As a way of assessing the outcome of its function of granting eligibilities, the CSC monitors the number of appointees using their eligibility for the first time (for permanent-original appointment).

A total of 12,105 used their eligibilities for the first time in 2022. This shows that despite the pandemic, the public sector continued to provide employment opportunities to deserving Filipinos.



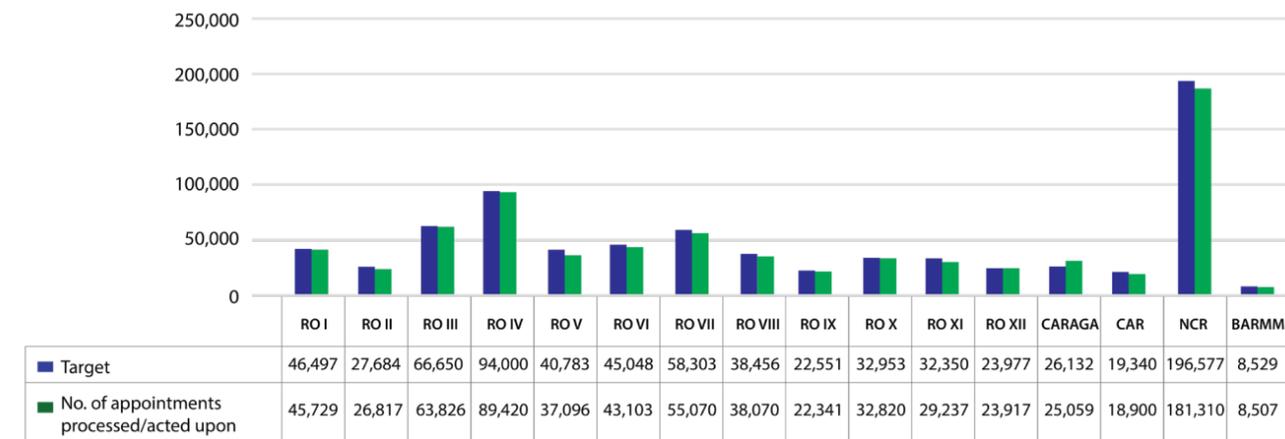
**Figure 11. Number of Eligibles Absorbed in the Government Using their Certificate of Eligibility for the First Time, as of December 2022**

## Appointments Processing

The power to issue appointments is delegated upon the appointing authority in government agencies. These appointments are submitted for attestation to the CSC, which takes final action on the appointment. It may confirm or revoke the appointment on the basis of compliance or non-compliance with existing civil service laws, rules, and regulations.

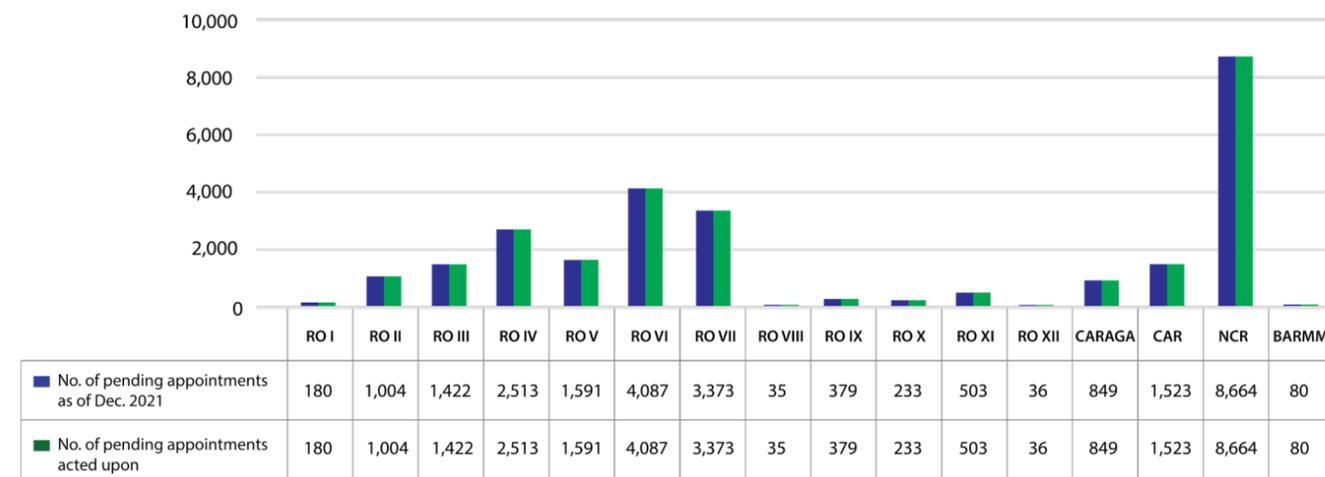
CSC Regional Offices (CSC ROs), through their Field/Provincial Offices, sift through thousands of appointments each year. From January to December 2022, the CSC ROs acted on 95.05% or 741,222 appointments out of the total 779,830 appointments received within the year, including pending appointments from previous years.

All delivery units have met and exceeded the target of 60%. In terms of volume, the National Capital Region has the greatest number of appointments, comprising 25.21% or 196,577 of the total inventory in 2022.



**Figure 12. Number of Appointments Acted Upon Over Appointments Received by CSC ROs, as of December 2022**

Of the total running inventory of 779,830 appointments, 3.39% or 26,472 are pending from 2021. All these appointments have been acted upon as of December 2022.



**Figure 13. Pending Appointments as of December 2021 that were Acted Upon by December 2022**

## CSC Field Offices in Eastern Visayas roll out exam-related innovations

### Online Pre-Registration of Applicants

The system was discontinued considering the change of COVID-19 Alert System. However, it was retooled to ensure efficient receipt of application for the 7 August 2022 Career Service Examination-Pen and Paper Test (CSE-PPT) and for the future conduct of exams. It enabled the CSC Field Office-Aklan to manage the number of clients submitting applications on a scheduled date and avoided long queue lines to ensure that those who pre-registered on a particular day will be accommodated.

### Online Database System of Test Administrators

A consolidated online database was created, which allows CSC FO-Aklan to check the frequency and designation of its Professionalized Corps of Test Administrators (PROCTAD) members. Test administrators for CSE-PPT conducted by the FO from 2017 to present are contained and recorded in an individual database. To date, a total of 611 PROCTAD members are registered in the database.

### Online Registration of Test Administrators for CSE-PPT

CSC FO-Iloilo City uses Google Form for the registration process of interested test administrators to serve in the conduct of CSE-PPT. This helps gather accurate data for establishing a database for test administrators. Interested test administrators from different agencies can immediately respond to the request of the FO. It was implemented in 2022 for the first conduct of examination after the onset of COVID-19.

### Virtual Briefing of Proctors/Room Examiners for

### CSE-PPT

CSC FO-Iloilo City also initiated the conduct of virtual briefing to Proctors/Room Examiners for the conduct of CSE-PPT through MS Teams. This made easier coordination with 350 participants in one session, reducing expenses and travel time.

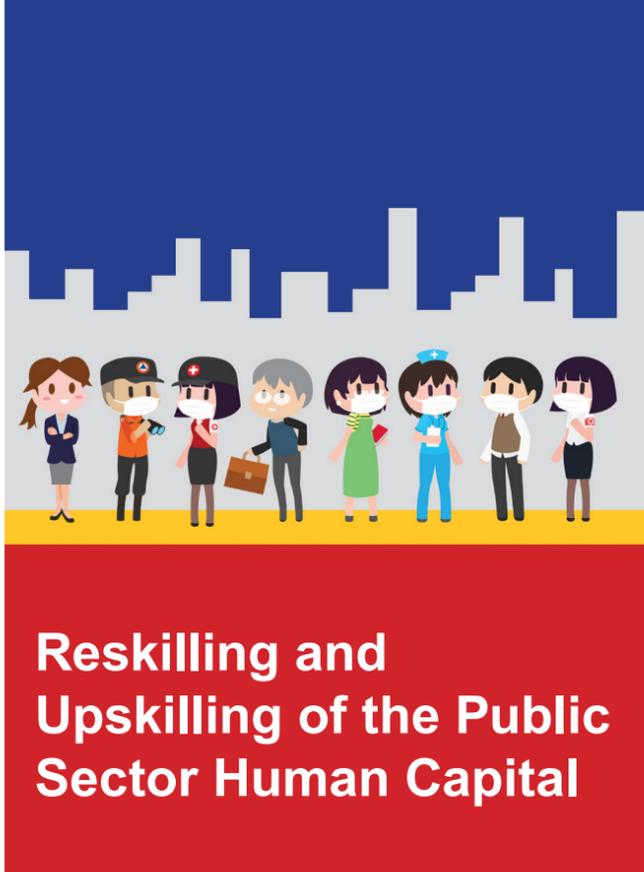
### CSE-PPT PROCTAD Microsite and Online System

Challenged by the lack of accredited CSE-PPT PROCTAD willing to serve, limited preparation time vis-a-vis organic HR complement, and local gathering/travel restrictions during the pandemic, CSC FO-Capiz implemented the CSE-PPT Microsite and Online System.

The site featured an Online Survey for Supervising/Room/Alternate Proctors/Supervising Examiners and Alternatives, which facilitated the determination of qualified and willing Test Administrators as well as potential ones, and database build-up.

It served as a one-stop information site for CSE-PPT Examiners wherein available information, including briefing memos, exam manuals, school maps, school/room assignments, and downloadable forms (HDF and certificate of consent) can be accessed. As a security measure, the site was immediately shut down after the exam.





## Reskilling and Upskilling of the Public Sector Human Capital

According to a report published by the World Bank Group, The Human Capital Index 2020 Update: Human Capital in the Time of COVID-19, “Much of the hard won human capital gains in many economies over the past decade is at risk of being eroded by the COVID-19 (coronavirus) pandemic. Urgent action is needed to protect these advances.”

Part of the Strategy Map of the CSC is improvement in talent development. During his inaugural speech as Chairperson of the CSC, Atty. Karlo A. B. Nograles committed to changing the way government cares for civil servants. “It is my dream that I can work with you for the entire length of my term to transform the way we approach professionalizing government service. That is, not just through reactive punitive actions for accountability, but through institutionalized pro-active programs. I want transformation for our civil servants, to educate, equip, and empower each of you, so that public service becomes a truly rewarding calling in terms of life-long learning, career advancement, and societal contribution, without sacrificing care for your families, your mental and physical health.”

The CSC’s Civil Service Institute (CSI) is mandated to provide direct training and personnel development interventions to all government officials and employees.



It provides competency-based training and development as well as best practices consulting services to all civil servants and government agencies—specifically focusing on HR and OD, Leadership Capacity Development, and Foundation Programs—to support them in their functions and in recognition of their ability to extend the work and mandate of CSI and ultimately influence the capabilities and capacities of civil servants.

The CSI unifies public servant development by creating, managing and coordinating, as well as providing all these through deliberate approaches on research, knowledge management and learning technologies, and through key partnerships throughout the bureaucracy and external stakeholders.

## Application of Learning and Impact Evaluation

The CSI performs evaluation of the courses delivered to agencies via in-house (agency-exclusive conduct) or public offering (agencies with 30 or more participants). It is usually done six (6) months after a course has been conducted. It is aimed at assessing the extent by which the participants have learned from the CSI courses through the application of learnings in their workplace, demonstration of desirable behaviors, improved employee performance and boosting employee morale.

A total of 35 Level 3 (application of learning) evaluations were conducted in various government agencies.

Minor challenges were encountered in retrieving the accomplished survey questionnaires as well as in the scheduling of the Focus Group Discussion (FGD) per agency. Nonetheless, all the evaluations conducted yielded positive findings.

## Public Service Values Program

The Public Service Values Program (PSVP) is continuously monitored in support of Chapters 5 and 7 of the Philippine Development Plan (PDP 2017-2022) under the National Values Formation Program. In a span of three (3) years, there is a significant increase in the number of participants trained each year from 2020 until 2022, as seen in Figure 14.

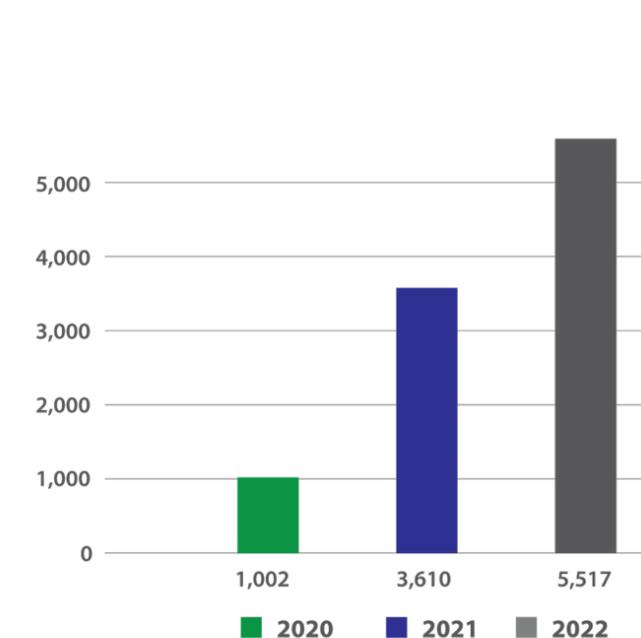


Figure 14. Government Employees Trained under PSVP per Year

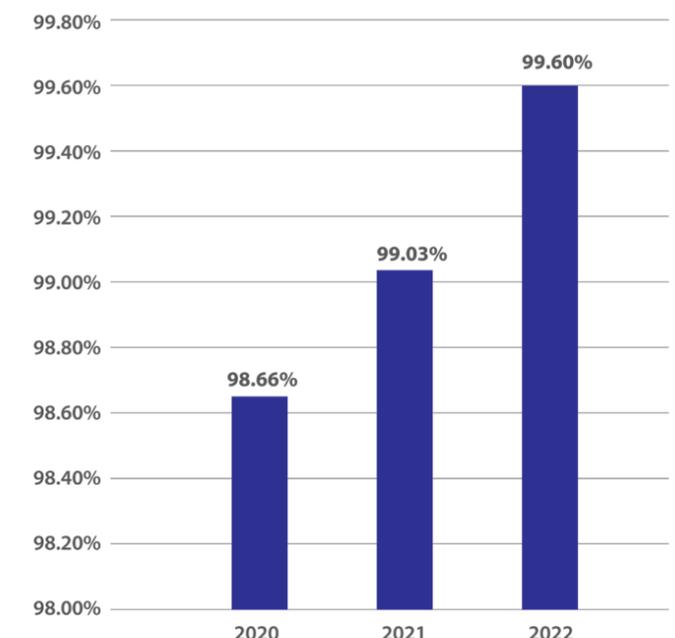


Figure 15. Satisfaction Rating for PSVP Courses

Figure 15 illustrates the increasing participants’ satisfaction rating on the PSVP courses conducted since 2020.

## Learning and Development (L&D) Programs/ Courses Implementation

The CSI offered a wide range of programs and courses to the Philippine bureaucracy and the general public with the goal of leveraging the strengths and skills of executives, managers, supervisors, and human resource management practitioners (HRMPs) towards organizational effectiveness and productivity.

For CY 2022, a total of 21 courses were conducted. Table 12 below illustrates the number of participants trained per curriculum.

**Table 12. Number of Participants Trained per Curriculum**

Curriculum	No. of Pax Trained
Leadership Development Program	5,112
Foundation Program	14,604
HRM Professional Development Program	13,870
Total	33,586

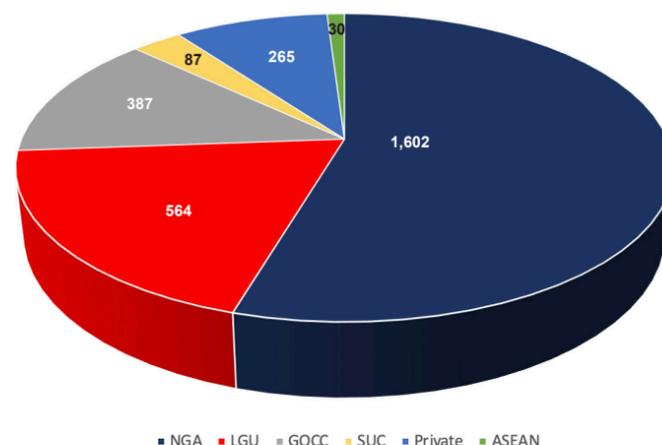
PSVP was the most frequently conducted course which was offered 13 times in 2022. The *Kwentong Lingkod Bayani*, on the other hand, had the most number of participants, with a total of 6,962 attendees. The Financial Education Program National Training of Trainers received the highest evaluation rating from participants with an average satisfaction rating of 99.82%.

In an effort to continually enhance the capability of HRMPs and to cope with the current trends, the CSI converted four (4) of its existing onsite courses into online courses. On the other hand, three (3) new HRM courses were developed.

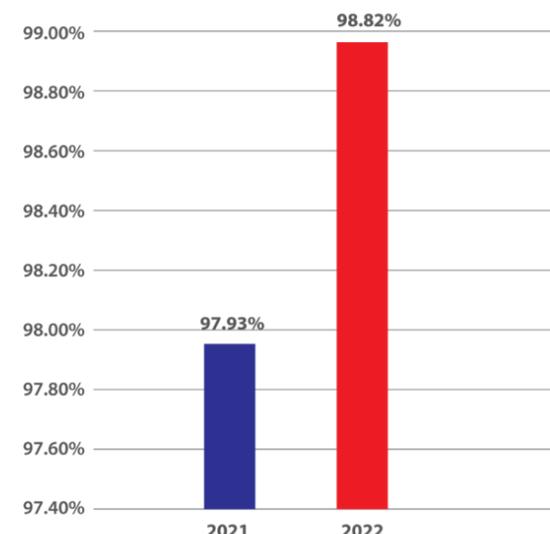
### 2022 Public Sector HR Symposium

As part of the 122nd Philippine Civil Service Anniversary's month-long celebration, the CSI conducted the Annual Public Sector HR Symposium online on 14-16 September 2022 with the theme "*Building Resilient Organizations: Honing Agile and Future-Ready Leaders and HR Practitioners*". All activities such as plenary sessions, concurrent sessions, virtual exhibits, and issuance of certificates were hosted via a virtual platform.

A total of 2,935 government leaders, managers, supervisors, and HRMPs from the following sectors participated in the Symposium as indicated in the graphs:



**Figure 16. Total Number of Participants per Sector**



**Figure 17. HR Symposium Participants' Satisfaction Rating for 2021 and 2022**

The 2022 Public Sector HR Symposium offered a wide range of courses that allowed participants to expand their knowledge and develop new skills in their areas of interest. It also featured concurrent sessions aimed at upskilling HR leaders and practitioners in championing employee well-being in the workplace. These sessions were the following:

1. I'm Here! Workforce Engagement and Resilience in the Hybrid Workplace
2. Decent work in the New Normal
3. Championing a Culture of Positive Employee Engagement and Well-being
4. Gender Equality, Disability, and Social Inclusion (GEDSI) in a Hybrid Workforce

## Number of L&D Institutions Accredited

As part of the CSC's strategy to continuously expand its capacity to provide learning opportunities to a huge workforce, the CSC, through the CSI, has been accrediting L&D institutions. In the accreditation process, the CSI evaluates and proposes to the Commission the accreditation of prospective and credible institutions. These accredited L&D institutions (ALDIs) serve as avenue for participants to acquire the needed training hours required in the CSC-approved Qualification Standards (QS) of a particular position in the government.

For 2022, the CSC has granted accreditation to 12 L&D institutions, as follows:

1. Breakthrough Coaching & Consulting, Inc.;
2. Business Maker Academy, Inc.;
3. Danche Training and Consultancy Inc.;
4. Fellowship of Christians in Government Inc.;
5. Human Capital Asia, Inc.;
6. Migara Consulting and Training Services;
7. People Dynamics, Inc.;
8. Profiles Asia Pacific, Inc.;
9. R. Walker Business Consulting;
10. Quintegral Philippines, Inc. (Formerly Imperial Consulting Inc.);
11. Human Resource Innovations and Solutions, Inc. (HURIS); and
12. Cole-Hopkins Management Co.

## Strategic Initiative: Operationalization of the Learning Management System (LMS)

To continue with its mandate in providing L&D interventions to the bureaucracy under the new normal and to reach out to the critical mass of government employees, the CSI initiated the procurement of a Learning Management System (LMS) platform in the latter part of 2021 which became partially operational in December 2022. The LMS project aims to solidify the CSC's goal to provide "Competency-based Learning on the Go" for the bureaucracy by having a one-stop learning platform. This platform has the capability of storing, organizing and managing data, and sharing eLearning programs/courses with a wider group of government employees nationwide.

The LMS will expedite the following processes and will likewise automate transactional processes:

1. Managing and monitoring the profile, registration, and learning progress of the users and subject matter experts (SMEs);
2. Overseeing the delivery of synchronous and asynchronous digital/online learning sessions; and
3. Sharing resources and materials such as training modules, participant manuals, e-books, micro-learning videos, course wares, templates, e-certificates, and others.

As of December 2022, the following LMS activities have already been undertaken:

1. Virtual kick-off meeting with LMS Developer on 3 November 2022;
2. Scoping/data gathering on 8 November 2022;
3. Initial user's training on 5 December 2022; and
4. Pilot-run of the PSVP via the LMS on 16 December 2022.

Through the LMS, synchronous and asynchronous components of each program/course may be conducted including the registration/sign up of participants to a particular course. In December 2022, the CSI successfully conducted a pilot run of the PSVP through the LMS. A total of 14 attendees from the CSI, CSC Regional Office, and Central Office participated in the said pilot run. The LMS is expected to be fully operational by the second semester of 2023 after a series of stress tests have been conducted to internal stakeholders.

## CSC RO V holds first hybrid training

Seven hundred five (705) participants joined the 12th Regional Convention of Human Resource Management and Practitioners (RCHRMPs) on 21 July 2022 in Legazpi City.

The training, with the theme, “The Future is NOW (Navigating Our Work, Workplace, Workforce) for What’s Next and Beyond” was the first hybrid Learning and Development (L&D) offering of the Civil Service Commission Regional Office V (CSC RO V). Hybrid Learning or Blended Learning entails traditional face-to-face and online learning. During the convention, 199 were online learners while the rest of the total participants attended in person.

The convention discussed the role of HR practitioners in developing resilience and how to stay motivated in the face of chronic negative stress and constantly increasing demands, complexity, and change. CSC Commissioner Aileen Lourdes A. Lizada graced the activity as keynote speaker.

Two of the subject matter experts (SMEs) delivered their discussion via Zoom. Ms. Vanessa Trower, Director & Principal Consultant of Nexperk Learning, a company that designs, delivers, and supports learning and organizational development, joined the convention live while in Australia and talked about hybrid workplace. Also, Ms. Penny Concepcion, Human Resources Director for Global Business Services of the Goodyear Tire and Rubber Company who is based in Metro Manila expounded her topic entitled “Boost: PH Talent Development for 2022 and Beyond (Navigating the Future Talent Development Landscape).

Moreover, Atty. Jennifer L. Timbol, Director IV of the CSC Human Resource Policies and Standards Office (HRPSO) discussed CSC Memorandum Circular No. 6, s. 2022 or Policies on Flexible Work Arrangements in the Government.

Meanwhile, six (6) PRIME-HRM Bronze Accredited Agencies within the region received their plaque on the day of RCHRMP. The awardees were City Government of Naga; Dr. Emilio B. Espinosa Sr. Memorial State College of Agriculture and Technology; Municipal Government of Bagamanoc, Catanduanes; Bureau of Internal Revenue, Revenue Region No. 10; Pili Water District; and Department of Public Works and Highways Regional Office V.



CSC Commissioner Aileen Lourdes A. Lizada was one of the speakers of the 12th Regional Convention of HRMPs organized by the CSC Regional Office V.

During the event, selected agencies installed booths for the RCHRMP Bazaar. Products from different provinces of the region were exhibited in the bazaar. Also, the CSC RO V Public Assistance and Liaison Division setup an Honor Awards Program (HAP) booth to share information about the program.

## CSC Eastern Visayas interfaces with local executives



Awardees pose for a souvenir photo during the Pasidungog or tribute.

The Civil Service Commission Regional Office VIII (CSC RO VIII) conducted the 2022 Conversations with Local Leaders in Eastern Visayas with the theme, “Enhancing Leadership Capabilities of Local Leaders to Effectively Address Challenges in the New Normal.” The event was held on 28-29 November 2022 at the Waterfront Hotel, Lahug, Cebu City with more than a thousand participants comprised of local chief executives, agency heads, and HR practitioners.

The first day started with the *Pasidungog* which comprised of honoring the 2022 Service Excellence Awardees for the Philippine Civil Service Anniversary (PCSA) Appreciation Program, Honor Awards Program (HAP) Regional Awardees, PRIME-HRM Recognized Agencies in one or more HR Systems, and PRIME-HRM Bronze awardees.

Certificates of recognition were also given to agencies for obtaining PRIME-HRM Maturity Level II in one or more HR Systems, namely: Recruitment, Selection and Placement (RSP); Performance Management (PM); Learning and Development (L&D); and Rewards and Recognition (R&R).

Agency	Recognized System under PRIME-HRM Maturity Level II
Bureau of Jail Management and Penology Region VIII	4 HR Systems
Department of Education Schools Division of Baybay City	4 HR Systems
Department of Education Schools Division of Eastern Samar	4 HR Systems
Department of Education Schools Division of Samar	4 HR Systems
Department of Education Schools Division of Ormoc City	L&D and R&R
Municipal Government of Macarhon, Southern Leyte	RSP and PM
Municipal Government of Liloan	PM
Eastern Visayas State University	R&R

The PRIME-HRM Bronze is given to agencies for having managed and implemented its human resource management systems according to documented



The Pasidungog awardees proudly pose with their certificates.



Conference participants sing the Lupang Hinirang at the start of the program. The event attracted 1,019 participants.

processes, thereby achieving a process-defined HRM in the four core HRM systems under the enhanced PRIME-HRM. The PRIME-HRM Bronze Awardees in Region VIII for 2022 are as follows: Municipal Government of Bato, Leyte; Municipal Government of Catarman, Northern Samar; City Government of Catbalogan; and Eastern Samar State University.

The topics during the first Day of the 2022 Conversations with Local Leaders in Eastern Visayas are as follows: Building Resilient and Future-Ready Organizations, discussed by CSC Acting Assistant Commissioner Atty. Karin Litz P. Zerna; Facilitating Change Among Local Government Units in Eastern Visayas, discussed by DILG RO VIII Regional Director Arnel M. Agabe, CESO III; and Embracing Gender Equality, Diversity and Social Inclusion in Workplace, discussed by CSC FO-Leyte II Director II Ma. Natividad L. Costibolo.

Day 2 of the event covered the topics: Enhancing Staffing Patterns and Organizational Structures in Local Government, discussed by Human Resource Policies and Standards Office Director IV Atty. Jennifer L. Timbol; Observing Government Working Hours and Leave of Absence in the New Normal, discussed by CSC RO VIII Regional Director, Atty. Marilyn E. Taldo; Processing of Appointments and Other HR Actions in Government, discussed by CSC FO-Eastern Samar Director II Michael M. Dela Cruz; and Implementing Administrative Discipline in Government Offices, discussed by CSC RO VIII Acting Assistant Regional Director Atty. Flordeliza C. Algas.

An integration of the topics discussed was handled by CSC FO-Samar Director II Emmanuel L. Fuentes, where he encouraged everyone to put into action what they have learned and, guided by a shared vision, to work and soar high together for Eastern Visayas. The two-day activity concluded with CSC RO VIII Regional Director Marilyn E. Taldo’s message of support.



## Rewards & Recognition

### The CSC Honor Awards Program: Excellence acknowledged is excellence nurtured

The Honor Awards Program (HAP) is a rewards and incentives program of the CSC that recognizes government officials and employees who have displayed outstanding work performance. Under HAP is the annual Search for Outstanding Government Workers that recognizes exemplary accomplishments and behavior, and the *Pamanang Lingkod Bayani* program or PLBi that honors qualified public servants who died in the line of duty.



President Ferdinand R. Marcos Jr. with individual recipients of the Presidential Lingkod Bayani award. Joining them (seated) are CSC Commissioners Aileen Lourdes L. Lizada and Ryan Alvin R. Acosta.



President Ferdinand R. Marcos Jr. with group awardees of the Presidential Lingkod Bayani award and individual recipients of the CSC Pagasa award. Joining them (seated) are CSC Commissioners Aileen Lourdes L. Lizada and Ryan Alvin R. Acosta.



President Ferdinand R. Marcos Jr. with group awardees of the CSC Pagasa award. Joining them (seated) are CSC Commissioners Aileen Lourdes L. Lizada and Ryan Alvin R. Acosta.



President Ferdinand R. Marcos Jr. with recipients of the Dangal ng Bayani award. Joining them (seated) are CSC Commissioners Aileen Lourdes L. Lizada and Ryan Alvin R. Acosta.

## Composition of the 2022 National Committees on Awards

The Committees on Awards for the 2022 Search were composed of prominent personalities, from the public and private sectors for the Presidential *Lingkod Bayan* (PLB) and CSC *Pagasa* (PAG), and the public sector for the *Dangal ng Bayan* (DnB).

### Committee on PLB and CSC PAG Awards

Pursuant to Section 12 of the Omnibus Rules Implementing Book V of EO No. 292 (or the Administrative Code of 1987), the Committee shall be composed of the Chief Protocol Officer of the Office of the President (OP), a member of the CSC, and three (3) prominent citizens who are not presently in government service. The Committee's task is to screen/evaluate the nominations of national qualifiers and find the best stories of state workers who exemplify all that is good in the Philippine government. The following comprised the 2022 Committee on PLB and PAG awards:

- Chairperson Karlo A. B. Nograles, CSC, *Committee Chairperson*;
- Ms. Margot B. Torres, Managing Director, McDonald's Philippines-Golden Arches Development Corporation, *Committee Vice-Chairperson*;
- Undersecretary Adelio Angelito S. Cruz, Chief of the Presidential Protocol and Presidential Adviser on Foreign Affairs, OP, *Committee Member*;
- Dr. Jerome G. Kliatchko, Dean, Integrated Marketing Communication and Media and Entertainment Management, University of Asia and the Pacific, *Committee Member*; and
- Mr. Guillermo M. Luz, Chief Resilience Officer, Philippine Disaster Resilience Foundation, *Committee Member*

### Committee on DnB Award

- Commissioner Aileen Lourdes A. Lizada, CSC, *Committee Co-Chairperson*;
- Tanodbayan Samuel R. Martires, Office of the Ombudsman, *Committee Co-Chairperson*;
- Chairperson Gamaliel A. Cordoba, Commission on Audit, *Committee Member*;
- Chairperson Charito A. Zamora, Professional Regulation Commission, *Committee Member*; and
- Director IV Julius B. Japa, Technical Services Office, Office of the Deputy Executive Secretary for Finance and Administration, OP, *Committee Member*

## Promotion and Publicity

Extensive information dissemination on the HAP was undertaken through the use of various media. Promotion and publicity tapped the internet and social media like Facebook and YouTube. HAP promotional materials, which included press releases, newspaper advertisement, radio plug, video-based materials, digital poster, and infographics were uploaded to the CSC website during the first quarter of 2022.

The CSC ROs and FOs also played a vital role in the dissemination of information and promotion of the annual Search through direct cascading to all government agencies within their areas of jurisdiction. Inquiries from stakeholders, partner agencies and the general public, including those sent via electronic mail, were promptly attended to as part of the promotion.

## 2022 Nominations

On 30 March 2022, the National HAP Secretariat conducted an Orientation on the Evaluation of HAP Nominations, which was attended by the CSC RO Public Assistance and Liaison Division Chiefs and other participants.

As shown in Table 13, a total of 408 nominations were received by the CSC ROs for the 2022 Search, with 140 nominations received for DNB, 81 for PLB, and 187 for CSC PAG awards categories.

**Table 13. 2022 HAP Nominations Received by Region, by Category**

Region	2022 Nominations Received					Grand Total
	DNB	PLB		CSC PAG		
		Individual	Group	Individual	Group	
Region I	7	1	0	4	4	16
Region II	8	2	0	8	2	20
Region III	11	2	1	10	12	36
Region IV	18	3	1	5	4	31
Region V	19	4	0	2	0	25
Region VI	16	3	3	7	3	32
Region VII	7	5	5	9	2	28
Region VIII	14	6	0	4	7	31
Region IX	1	3	0	2	0	6
Region X	1	0	0	4	1	6
Region XI	7	8	1	32	12	60
Region XII	12	0	0	7	1	20
NCR	9	17	10	21	5	62
CAR	4	4	1	7	4	20
CARAGA	3	0	1	1	2	7
BARMM	3	0	0	5	0	8
<b>TOTAL</b>	<b>140</b>	<b>58</b>	<b>23</b>	<b>128</b>	<b>59</b>	<b>408</b>

## Regional Winners of the 2022 Search

After the screening and deliberation process at the CSC Regional Offices, 146 out of the 408 nominees were selected as regional winners, and qualified to vie for the Search at the national level. Table 14 shows that the regional winners composed of 50 DnB, 35 PLB, and 61 CSC PAG. CSC RO VI has the highest number of regional winners with 23, followed by CSC NCR with 21.

**Table 14. Number of 2022 HAP Regional Winners by Region, by Category**

Region	Number of 2022 Regional Winners					Grand Total
	DNB	PLB		CSC PAG		
		Individual	Group	Individual	Group	
Region I	7	1	0	4	4	16
Region II	2	2	0	3	1	8
Region III	4	1	1	3	2	11
Region IV	6	1	1	0	0	8
Region V	6	0	0	1	0	7
Region VI	10	3	2	5	3	23
Region VII	2	1	3	3	1	10
Region VIII	1	4	0	1	2	8
Region IX	1	1	0	0	0	2
Region X	1	0	0	4	1	6
Region XI	1	0	1	3	4	9
Region XII	2	0	0	1	1	4
NCR	4	6	4	5	2	21
CAR	2	2	0	2	2	8
CARAGA	1	0	1	0	1	3
BARMM	0	0	0	2	0	2
<b>Grand Total</b>	<b>50</b>	<b>22</b>	<b>13</b>	<b>37</b>	<b>24</b>	<b>146</b>

## Semi-Finalists of the 2022 Search

As shown in Table 15, out of the 146 regional winners, a total of 41 national semi-finalists were selected by the Committees on Awards with 16 from the DnB, 13 from the PLB, and 12 from the CSC PAG.

**Table 15. 2022 HAP National Semi-finalists by Category, by Region**

Region	2022 Semi-Finalists					Grand Total
	DNB	PLB		CSC PAG		
		Individual	Group	Individual	Group	
Region I	0	1	0	0	0	1
Region II	1	0	0	1	1	3
Region III	3	1	1	1	1	7
Region IV	1	0	1	0	0	2
Region V	2	0	0	1	0	3
Region VI	4	0	0	0	0	4
Region VII	0	0	1	1	0	2
Region VIII	1	0	0	0	0	1
Region IX	1	0	0	0	0	1
Region X	0	0	0	0	1	1
Region XI	1	0	1	2	2	6
Region XII	0	0	0	1	0	1
NCR	1	2	4	0	0	7
CAR	1	1	0	0	0	2
CARAGA	0	0	0	0	0	0
BARMM	0	0	0	0	0	0
<b>Total</b>	<b>16</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>41</b>
<b>Grand Total</b>	<b>16</b>	<b>13</b>	<b>12</b>	<b>12</b>	<b>12</b>	<b>41</b>

The 41 national semi-finalists were subjected to background investigation on 17-28 October by seasoned validators from the CSC Central and Regional Offices who underwent Training on the Conduct of Background Investigation (TRACBI).

Their names were published in the Daily Tribune on 17 October 2022. Each individual semi-finalist received a cash reward of PHP20,000 while each group semi-finalist received PHP50,000.

## Records Check

The HAP Secretariat sought the assistance of the Office of the Ombudsman (OMB), Commission on Human Rights (CHR), Philippine National Police (PNP), Department of the Interior and Local Government (DILG), Commission on Audit (COA), Philippine Drug Enforcement Agency (PDEA), Sandiganbayan, Scientific Career Council (SCC), Bureau of Internal Revenue (BIR) and the CSC Office for Legal Affairs (OLA) to check negative listing/ derogatory records/ pending/decided cases and/or issuance of clearances for the selected semi-finalists. The national semi-finalists also have clearances from pending administrative cases issued by the CSC Regional Offices, and clearances from the National Bureau of Investigation (NBI).

Results of the records check were compiled and presented by the HAP Secretariat during the respective Committees' deliberation. The process enabled the Committee Members to decide whether to include the semi-finalists further into the selection based on the information gathered during the records check. This process ensures the integrity of the Search.

**Table 16. 2022 HAP Awardees by Region**

Region	DNB Awardees	PLB (Finalists)		CSC PAG Awardees		Grand Total
		Individual	Group	Individual	Group	
Region I	0	0	0	0	0	0
Region II	1	0	0	0	0	1
Region III	2	1	0	0	1	4
Region IV	1	0	1	0	0	2
Region V	2	0	0	1	0	3
Region VI	1	0	0	0	0	1
Region VII	0	0	0	1	0	1
Region VIII	1	0	0	0	0	1
Region IX	1	0	0	0	0	1
Region X	0	0	0	0	0	0
Region XI	0	0	0	1	1	2
Region XII	0	0	0	1	0	1
NCR	0	1	3	0	0	4
CAR	1	0	0	0	0	1
CARAGA	0	0	0	0	0	0
BARMM	0	0	0	0	0	0
<b>Grand Total</b>	<b>10</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>22</b>

## Validation and Background Investigation

Remote validation and background investigation on the semi-finalists of the Search were conducted by trained employees of the CSC CO and ROs from 17 to 28 October 2022. Only seasoned validators who underwent the TRACBI were assigned to conduct the validation task. Validation and background investigation included a recorded three to five-minute impromptu interview with the semi-finalists to determine their demeanor and personality. Beneficiaries were also interviewed to determine the impact of semi-finalists' accomplishments.

Multi-source validation and feedback reports were generated and submitted to the Committee on Awards which guided them in choosing the awardees.

## 2022 OUTSTANDING GOVERNMENT WORKERS

From the 41 national semi-finalists, ten were selected as Outstanding Public Officials and Employees or *Dangal ng Bayan* winners, six as CSC *Pagasa* awardees composed of four individuals and two groups. CSC also submitted six Presidential *Lingkod Bayan* finalists composed of two individuals and four groups, which was approved by the Office of the President.

The CSC NCR and CSC RO III both have the highest number of awardees and finalists with a total of four (4) each.

## CSC grants posthumous award to government's *lingkod bayani*

The *Pamanang Lingkod Bayani* (PLBi) is a program that seeks to recognize civilian public servants who risked their lives and were killed in the line of duty, or those who died while in the performance or pursuit of their respective functions, duties and responsibilities. It is a tribute to slain/deceased kawani who displayed the characters of a bayani in the name of public service.

The program covers civilian and non-uniformed employees with permanent, temporary, probationary, elective, contractual, casual and co-terminus status of employment, except those entitled to compensation and death benefits under existing and prospective laws and issuances, such as but not limited to the following:

- Republic Act No. 11494 otherwise known as "Bayanihan to Recover as One Act";
- Republic Act No. 1159 or "An Act Extending the Availability of Appropriations Under RA 11494";
- Republic Act No. 6963 or "An Act Granting Special Financial Assistance and Benefits to the Family or Beneficiary of any Police or Military Personnel or Fireman Killed or Permanently Incapacitated while in the Performance of His Duty or by Reason of His Office or Position and for Other Purposes; and
- Executive Order No. 110 entitled "Institutionalizing the Comprehensive Social Benefits Program (CSBP)"

### Benefits of the program include:

- Pamanang Parangal sa Lingkod Bayani* - a tribute to recognize the loss of life of a public servant while on duty and done during the flag raising ceremony of his/her agency. A certificate of recognition signed by the Chairperson of the CSC shall be given to the family of the awardee.
- Pondong Pamanang Lingkod Bayan* - a one-time financial assistance of One Hundred Thousand Pesos (PHP 100,000.00) given to the bereaved family of the awardee.
- Pamanang Lingkod Bayan Iskolarsyip* - beneficiaries of PLBi awardees may be recommended in state universities and colleges as scholars.

A total of 18 nominations were received and processed for the year 2022. Out of these 18 nominations, two nominations are for validation by the concerned CSC Regional Offices, 13 are for evaluation by the PLBi Executive Committee's, one (1) is for the Commission's decision, and one (1) have been approved by the Commission *en banc* and granted the financial reward through the issuance of CSC Resolutions in 2022. One nominee was rendered ineligible/not qualified was the program. The approved nomination is from the CSC, to wit:

**Table 17. PLBi Nominations Processed from 1 January to 31 December 2022**

REGION	NAME OF NOMINEE	AGENCY	CAUSE OF DEATH	
1	1	EDWIN CUADRA	PNP	COVID
2	4	ROEL MENDOZA AGNES	PNP	DIED DURING RESCUE OPERATION
3	NCR	JULIUS VILLARENTE	PNP	COVID
4	NCR	GILBERT BUNAGAN	PNP	COVID
5	NCR	JERICK SALVADOR	PNP	COVID
6	3	GEORGE ENRIQUEZ AGUSTIN	PGO-BULACAN	DIED DURING RESCUE OPERATION
7	3	JERSON LOPEZ RESURRECCION	PGO-BULACAN	DIED DURING RESCUE OPERATION
8	3	TROY JUSTIN PAPA AGUSTIN	PGO-BULACAN	DIED DURING RESCUE OPERATION
9	4	ALLAN JOSEPH LIBAO	PNP	COVID
10	4	GERALD DALISAY DELOS SANTOS	PNP	COVID
11	4	NINO BALITA SANDOVAL	PNP	COVID
12	NCR	FREDERICK SORIANO ROMERO	PNP	COVID
13	NCR	LAURO DELA CRUZ DE GUZMAN JR	PNP	COVID
14	NCR	FRANKIE A GUNDAYAO	PNP	COVID
15	CO	NAPOLEON G. QUIRINO	CSC	CARDIOVASCULAR ACCIDENT
16	8	MARIO B CARAMOL	PNP	KILLED IN ACTION
17	NCR	REYNALDO A PLACIDO	PNP	MYOCARDIALINFRACTION
18	NCR	BYRON JOSEPH U. ARZENAS	PNP	CARDIOVASCULAR ACCIDENT

## Pamanang Lingkod Bayani Iskolarsyip

There were no reported PLBi beneficiaries who availed of the *Pamanang Lingkod Bayani Iskolarsyip* for bachelor's degree or post graduate degrees from any state universities and colleges (SUCs) under the Philippine Association of State Universities and Colleges (PASUC) and/or technological education and skills development from the Technical Education and Skills Development Authority (TESDA).



## Efficient and Effective Dispensation of Administrative Justice

As the legal arm of the CSC, the Office for Legal Affairs (OLA) and the Regional Offices' Legal Services Division are charged with the evaluation and action on administrative disciplinary and non-disciplinary cases, including disapproved appointments, filed to the Commission or brought before it on appeal. Both also act on requests for legal opinion and clarifications.

For 2022, the combined accomplishment of the CSC OLA and Regional Offices in terms of administrative case disposition is 73.11%.

In terms of case resolution, the rate is 88.44%, well above the target of 75% set by the Commission.

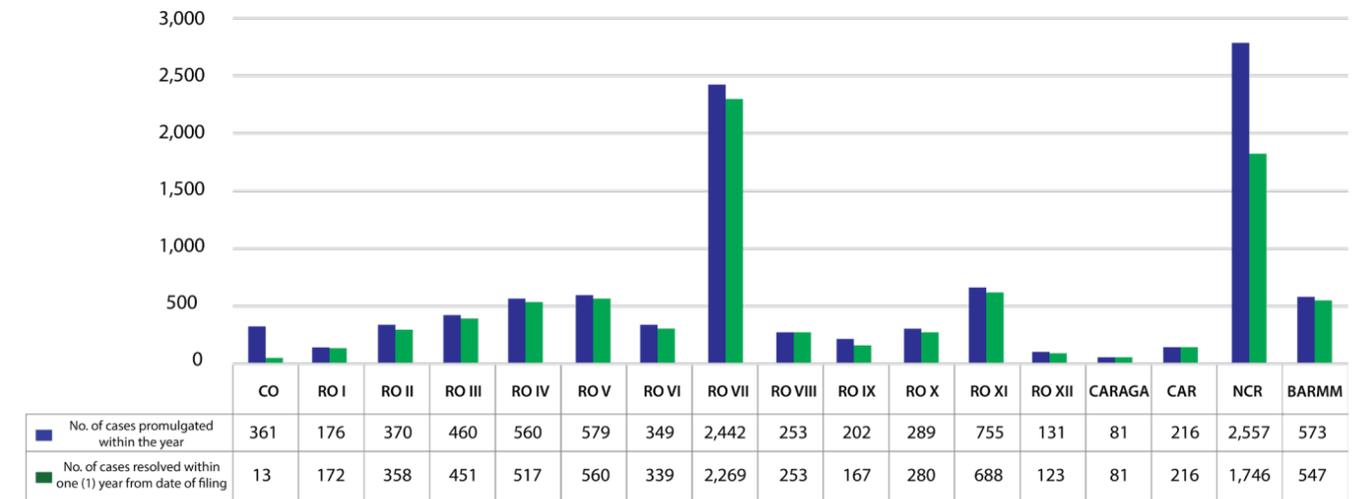


Figure 19. Case Resolution Rate (OLA & CSC ROs) as of December 2022

In 2022, the CSC's Office for Legal Affairs was able to deliver the following requests:

Table 18. Legal Assistance Rendered in 2022

Requests	Output
Draft Decisions/Resolution of Disciplinary/Non-disciplinary cases	94
Opinions (including replies in CSC online forum)	40
Letters and Answers to Queries	382
Orders	1,296
Memoranda (administrative cases)	1,066
Court Pleadings	54
Research/Study Papers	20
Review of contract/Memorandum of Agreement (MOA)/Terms of Reference (TOR)	56
Review of Bills	47
Certified True Copy of Documents/Case	69
CSC Clearance	14,222

In addition, OLA served as resource office in various orientations on civil service law and rules; acted on queries posted on the CSC Online Forum; and represented the CSC in congressional hearings, including the deliberation on SOGIE equality bills and bills on rightsizing.

Notably, the Commission approved the Case Decisions and Resolutions Information System (CDRIS) and its planned roll out in 2023. Moreover, the electronic Case Data Management System (eCDMS) was launched to serve as a digital platform for acting on cases and requests filed before the Commission. The OLA now fully utilizes eCDMS for its current cases and new requests from clients.

OLA also held the National Legal Congress on 10-13 October 2022, attended by 364 participants from CSC Central and Regional Offices.

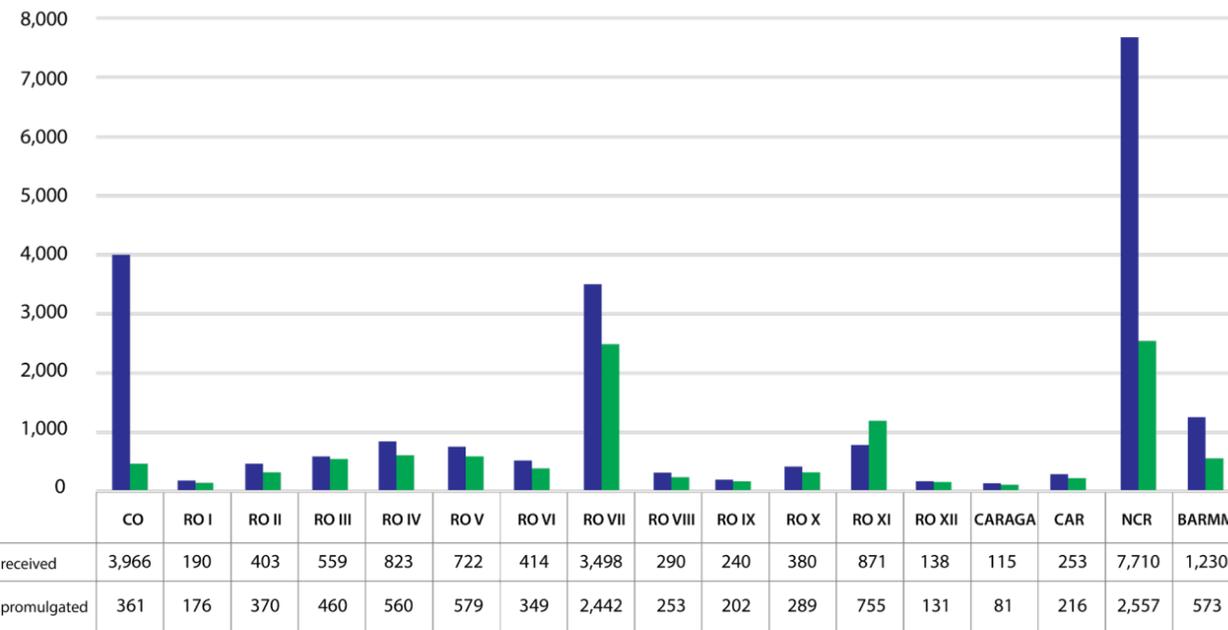


Figure 18. Administrative Case Disposition Rate (Promulgation Rate) (OLA & CSC ROs) as of December 2022

**PART II:**

**PREMIER HUMAN RESOURCE  
AND ORGANIZATION  
DEVELOPMENT INSTITUTION**

## Atty. Karlo A. B. Nograles as new CSC Chairperson



the civil service,” said Commissioner Aileen Lourdes A. Lizada, adding that, “our officials and employees, are eager to continue working with him on the laid-out plans and much-needed civil service reforms.”

Included in CSC Chairperson Nograles’ priorities for the CSC is to change outdated modes of service delivery through proactive HR policies and programs, digitalization, and upskilling of the government workforce. He cited the need to prioritize learning and development and meeting the needs of the workforce so that in turn, they will be adaptive and agile in the delivery of services even amid crises or emergencies.

“We are banking on his experiences in leading the executive and legislative branches, and bringing together the different agencies of government as CabSec especially during a time of global crisis, to help the CSC ensure that 1.8 million human capital of the public sector are given the necessary competence to be resilient and future-ready,” added the CSC Commissioner.

The confirmation of Chairperson Nograles completes the CSC’s three-member Commission *en banc*, composed of a chairperson and two commissioners. The latter seats are presently occupied by Commissioners Lizada and Ryan Alvin R. Acosta who joined the CSC in December 2018 and February 2022, respectively.

Nograles served three (3) terms as representative of the 1st District of Davao City from 2010 to 2018, during which he chaired the Committees on Labor and Employment (16th Congress) and Appropriations (17th Congress). After which he was appointed as Cabinet Secretary by former President Duterte in November 2018. Under the former president’s administration, he also served as acting presidential spokesperson and co-chair and spokesperson of the Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF-EID).

CSC Chairperson Karlo A. B. Nograles during his confirmation deliberation last 7 September 2022.

The Commission on Appointments (CA) on 7 September 2022 confirmed the renomination of Atty. Karlo A. B. Nograles as chairperson of the Civil Service Commission (CSC).

President Ferdinand R. Marcos Jr. renominated him as the CSC’s chairperson-designate in June 2022.

“From when Chairperson Nograles came in last March, the Commission was full steam ahead in coming up with evidence-based programs and human resource management policies focusing on professionalizing



62 CSC Chairperson Karlo A. B. Nograles with the members of the Senate and House of Representatives

## Atty. Ryan Alvin R. Acosta as new Commissioner



Atty. Ryan Alvin R. Acosta was appointed commissioner of the CSC on 2 February 2022.

Commissioner Acosta, who was a Deputy Executive Secretary for Legal Affairs of the Office of the President, replaces former Commissioner Leopoldo Roberto W. Valderosa Jr. whose term ended in February 2020.

The CSC is one of three constitutional commissions in the country which is tasked to review the integrity of government actions and processes.

Commissioner Acosta started his career as Foreign Affairs Research Specialist at the Foreign Service Institute from 2000 to 2006, then moved to the private sector as an associate and legal counsel from 2007 to 2015, and returned to government service as a technical assistant at the Office of the President in 2015. He was appointed as Deputy Executive Secretary for Legal Affairs in an acting capacity in July 2016, then formally assumed said position in December 2017.



Then Senate President and Commission on Appointments (CA) Chairman Vicente C. Sotto III confirms the nomination of Atty. Ryan Alvin Acosta as Commissioner of the Civil Service Commission. (Photo courtesy of GMA News Online)



## Enhanced HR and OD Workforce Competencies

### Streamlining of recruitment process

In 2022, the CSC, through its Office for Human Resource Management and Development (OHRMD), was able to fill 110 (63 permanent, 22 contractual, 23 coterminous, and 2 casual) vacancies. The 63 permanent items were filled through the Online Recruitment, Selection, and Placement (RSP) Process. The Online RSP was integrated in the ISO HR Recruitment Process and work instructions were developed to guide Action Officers in the conduct of each stage of the assessment.

Below are some of the improvements done in the RSP that streamlined the process and promoted equal opportunity and inclusivity:

1. Aside from the use of the CSC Job Portal, vacancies are now posted/shared via JobStreet and social media platforms (Facebook Page, Messenger) to attract more applicants.
2. Applications are submitted through Google Sheets. Applicants can already upload/submit their requirements through that link.
3. Technical Written Exams are still being done through an online platform. However, applicants are now required to use Google Sheets, where they can directly input their answers into the worksheet. Applicants are also required to use a mirror (vanity or full-size mirror, whatever is

available) during the exam so that the proctors can view the activity in their screen monitor.

4. Aside from sending background investigation requests through e-mail and calling the respondents by phone, respondents can now submit information about the candidate by accomplishing the form/survey (Google Sheet) at their convenience since forms are now accessible through mobile phones. Downloading the document is no longer necessary since all information submitted will go directly to the database.
5. Use of a rating tool during the behavioral event interview (BEI) where the Human Resource Merit Promotion and Selection Board (HRMPSB) members can view the ratings and ranking of all candidates.

### Internal Learning & Development for CSC Employees

#### 1. Continuing Pilot Run of the Financial Education (FinEd) Training in the CSC in partnership with Bangko Sentral ng Pilipinas (BSP) and BDO Foundation

With the goal of increasing financial literacy and capacitating CSC employees on financial decision making, the OHRMD developed and customized the modules on Financial Education Training in consultation with the BSP and BDO Foundation. The FinEd training also aims to promote economic empowerment of women including solo parents, senior citizens, and persons with disability. A pilot run was conducted among retiring employees and new entrants in the CSC Regional Offices and Central Office from August to September 2021.

In 2022, the OHRMD conducted succeeding three rounds of the FinEd training for (1) first level employees, (2) officials and employees whose service in the CSC are two years or less, and (3) CSC officials from Director II and above. The three-day seminars were done in February, May, and August 2022. A total of 132 CSC officials and employees participated in the training.

#### 2. Issuance of the CSC Internal Policy on the Adoption of the Financial Education Training in the CSC

The Commission through CSC Resolution No. 2200533 dated 8 November 2022 and corresponding Office

Memorandum No. 50, s. 2022 approved the Adoption of the Financial Education Training Program in the CSC. The FinEd Training aims to provide CSC employees with knowledge, skills, and values on financial concepts such as financial planning, saving, budgeting, debt management, investments, financial scam prevention and consumer protection, among others. Pursuant to said resolution and office memorandum, the OHRMD and the CSC Regional Offices shall adopt the financial education modules and identify and organize training for CSC employees where these financial education modules can be conducted.

#### 3. In-depth Session on Sexual Orientation, Gender Identity and Expression (SOGIE) on 5 December 2022

As part of the CSC's observance of the 18-Day Campaign to End Violence Against Women and their Children (VAWC) and as a continuing learning education for CSC GADvocates, the in-depth session on SOGIE was conducted among CSC Central Office GAD Focal Point System Technical Working Group (GFPS TWG) comprised of all Assistant Directors in the in the CSC Central Office (CO) and GAD Focal Persons. It aims to provide the GFPS TWG and CO GAD Focal Persons

with deeper understanding on SOGIE and capacitate them in their role as advocates and in the development and/ or implementation of related programs and policies.

#### 4. Scholarship and Training Grants

The provision of learning and development opportunities such as scholarship and training grants seeks to encourage, reward, and contribute to building a critical mass of achievers and high flyers in the CSC by increasing opportunities for their continuous learning here and abroad. This is to help them achieve their potential, cultivate their leadership capabilities, expand their horizons, and develop their adaptability and critical thinking, which in the end, promote service excellence and organizational productivity.

The OHRMD facilitated the participation of 67 officials and employees to scholarship grants and various short courses and trainings from the Development Academy of the Philippines, Asia Pacific Organization, ASEAN Conference of Civil Service Matters (ACCSM), and the Australia Awards Engagement Program-Philippines (AAAEP-P). Of the 67 grantees, seven (7) have been granted with full scholarship under the DAP-Public Management Development Program and the Australia Awards Scholarship.



CSC Commissioners Aileen Lourdes A. Lizada and Ryan Alvin R. Acosta participate in the parade during the CSC Central Office's Sportsfest.

## Health and Wellness Program

The OHRMD held various activities to cater to the physical and mental well-being of the CSC workforce. It conducted three (3) sessions of COVID-19 vaccine booster in partnership with the DOH and the Local Government Unit of Marikina. It also participated in the DOH *PinasLakas* campaign. Flu vaccinations were also administered.

Fora on important and relevant health topics were conducted such as the (1) benefits of Annual Physical Examination, (2) explanation of Omicron BA.4 subvariant and the importance of booster vaccination, (3) and cultivation of mental health resilience by providing strategies for coping with stress, workplace conflicts, and other challenges at work. Sports tournaments in various CSC offices nationwide were also done to promote physical fitness and camaraderie among employees.

## Employee Engagement

Both Welcome and Salamat-Mabuhay programs were initiated by the OHRMD for select CSC officials and employees. These include the welcoming of the new CSC chairperson, Atty. Karlo A. B. Nograles and new commissioner, Atty. Ryan Alvin R. Acosta. The CSC workforce also had a send-off for outgoing CSC Chairperson Alicia dela Rosa-Bala and

Assistant Commissioner Rodolfo B. Encajonado. OHRMD also spearheaded the conduct of internal activities for the Philippine Civil Service Anniversary (PCSA) such as the Central Office's participation in the *Zumbayani*, internal PCSA kick-off activity and thanksgiving mass, and Family Day.

A total of 174 employees from the CSC Central and Regional Offices were conferred the loyalty award during the One CSC PRAISE Loyalty Awarding ceremony, while several officials and employees were recognized for their work excellence under the CSC PRAISE Awards.

Other employee-centered activities were the SALN orientation, Station of the Cross, distribution of gift bags for Taal evacuees in Batangas, one-day processing of passports for employees and their families, administration of the Philippine National ID Registration for employees and their families, webinar on the easy housing loan program of the Land Bank of the Philippines, and PAG-IBIG orientation on group housing loan and MP2. A forum on the Human Resource Information System was also conducted for the focal persons and administrators.

To culminate the year, the OHRMD held interfaith thanksgiving, yuletide kick-off, holiday bazaar, and carols for a cause for CSC colleagues affected by Typhoon Paeng. Yearend parties were also done with CSC offices nationwide to celebrate the year.



## High-Performing Organization

The CSC holds the gargantuan task of looking after government's 1.8 million workers, and having a well-crafted and detailed strategy would help us set our direction, identify our priorities, and align our employees toward a common goal."

He added, "*Maganda itong pagkakataon para sa newly constituted Commission—na kinabibilangan ko bilang Tagapangulo at ng ating dalawang Komisyonado, si Commissioner Aileen Lourdes A. Lizada at Commissioner Ryan Alvin R. Acosta—na magkaisa at makilahok sa pagsusuri ng kasalukuyang Vision, Mission, at Values ng CSC at pagbuo ng bagong Strategy Map na maaaring magtakda ng klase ng aming pamumuno sa mga susunod na taon,*" the CSC chief said.

Nograles said that workplace trends brought about by the COVID-19 pandemic would impact on the CSC's objectives and plans for the future of the civil service.

"*Bilang pangunahing ahensya para sa HR ng pamahalaan, ang CSC ay nakatuon sa mga pagbabagong tulad ng hybrid work arrangement, pinaigting na digitization at digitalization, at mas malawak at mas malalim na pagpapahalaga sa employee well-being. HR is at the heart of this transformation, and the CSC is poised to usher government workers through policies and programs that will help them adapt and excel in this new work environment,*" he said.

## Strategic Planning

Central and regional officials of the CSC gathered for a three-day Directorate Conference from 21 to 23 November 2022 at the Development Academy of the Philippines Conference Center, Tagaytay City to formulate the agency's goals and strategic plans for the succeeding years.

CSC Chairperson Karlo A. B. Nograles stressed on the importance of the activity. "*Mahalaga para sa anumang organisasyon na may malinaw na layunin, stratehiya, at plano na gagabay sa lahat ng mga gawain nito.*"

During the sessions, the participants learned about the Strategic Leadership and Management Framework and the Four Disciplines of Execution, collaborated in building a Shared Vision of the Commission, and generated the 2024-2029 Strategy Maps for various levels of the organization, among others.

The event also served as a venue for fellowship and camaraderie, where CSC officials got to personally meet each other again since the global pandemic halted social gatherings and other face-to-face activities.

The CSC's Directorate Conference was held with the assistance of the Australia Awards and Alumni Engagement Program with Human Capital Asia.





(From L-R) Acting Assistant Commissioner Karin Litz P. Zerna, Commissioner Aileen Lourdes A. Lizada, Chairperson Karlo A. B. Nograles, Commissioner Ryan Alvin R. Acosta, Assistant Commissioner Ariel G. Ronquillo, and Acting Assistant Commissioner Victoria F. Esber



Director IV Helene Grace T. Ramos of the Office for Strategy Management (OSM) engages with the facilitators and participants during the CSC Executives' Conference. The OSM is the office tasked to organize the CSC's annual strategic planning activity.



68 Directors III from various offices discuss their output during one of the learning activities.

## Internal Audit for Efficient Operations

To support the CSC, particularly its central, regional, and field offices in the maintenance of effective internal controls and in the continual improvement of the Quality Management System (QMS), the Internal Audit Service (IAS) implemented the following activities in 2022:

- **Regular internal audit in 16 CSC ROs including 103 FOs and 2 Offices in the CO via remote auditing.** The audits assessed the effectiveness of the following:
  - a. Delegation of authority on administrative and financial matters in strengthening internal controls and ensuring accountability at all levels of operation of the CSC pursuant to CSC Resolution No. 040964 re Amendment to CSC Resolution No. 011158;
  - b. Assignment of detailed employees in the provision of support toward the attainment of targets while safeguarding the integrity of personnel and examination records pursuant to CSC Office Memorandum No. 13, s. 2003; and
  - c. Actions taken by CSC RO/FOs to FY 2020 and prior years' audit findings which remained open as of 31 December 2021.
- **Hybrid Regular Internal Audit Conference.** Held at the CSC Resource Building Auditorium and via Zoom for virtual participants, the Conference was participated by the officials and employees from CSC CO and ROs. The activity was conducted to share with the auditees the following:
  - a. Result of FY 2021 internal audits
  - b. IAS' recommendations to the Commission relative to policy enhancements aimed to address weaknesses/ deficiencies, and consequently result in better provision of services and attainment of performance objectives
  - c. Noteworthy practices in the CSC CO and ROs gathered during the audit, and
  - d. Planned actions of concerned Process Owners (PO) in the CSC CO relative to the result of 2021 internal audits.

The activity also served as a venue for POs at the CO to update all concerned about the status of actions taken in response to prior years' audit findings and recommendations.

Finally, the Conference marked the start of FY 2022 regular internal audits season. The auditees were alerted on the areas to be audited and the rationale behind each choice, based on the audit framework.

- CSC QMS Internal Audit via remote auditing method covering 6 Core Processes and 11 Support Processes in 31 sites in CSC CO/ROs II, IV, VII, and NCR in collaboration with the members of the CSC QMS

Internal Audit Team (IAT). In pursuit of continual improvement, capability building activities were organized for IAT members:

- a. L&D Program conducted on 30 June, 1, 7, and 8 July 2022 facilitated by an external subject matter expert (SME). The courses served as a refresher for existing IAT members and an orientation for the recruits (would-be auditors). The L&D had a total of 37 participants.
- b. QMS Internal Audit Checklist preparation cum L&D intervention on 27-29 July 2022 at the CSC Resource Center Building and via Zoom for virtual participants. The three-day event was participated in by a total of 44 QMS IAT members, existing audit observers and newly recruited auditors. The expertise of CSC officials from CO/RO who served as Coaches/Group Advisers were engaged during the activity.

- **Special audits as instructed by the Commission:**

A special audit was also conducted to assess whether cases brought before the Commission are resolved expeditiously. Specifically, it assessed whether cases are resolved and promulgated within the prescribed period from filing with the Integrated Records Management Office and checked the adequacy of controls in addressing risks of delays in the disposition of cases.

### CSC Integrated Risk Management Guidelines (CIRMG): Revised 2022 Criteria, Forms and Templates

To complete the amendment of the CIRMG, the IAS implemented the 2nd phase of the project in 2022. It was prepared in collaboration/consultation with CSC offices.

To capacitate offices regarding the project, IAS organized the hybrid conduct of the "Training on the Development and Use of Risk Management Tools and Forms" on 28-29 April 2022 and 4-5 May 2022, participated in by a total of 76 officials and employees from CSC CO and ROs.

Thereafter, IAS prepared the draft criteria, forms and templates using the materials provided during the said training and other relevant references. Inputs of CIRMG Team members, namely, the Office of the Assistant Commissioner for Special Concerns and the Office for Strategy Management, were sought in November 2022.

Subsequently, the forms and templates were pilot-tested twice in collaboration with all CSC Offices and their inputs were incorporated in the proposed criteria and forms, and were submitted to the Commission on 29 December 2022.

Through these activities, the IAS was able to contribute to the achievement of an excellent HR and OD, and improved operations management at the CSC.



## Customer Feedback and Satisfaction Survey

In line with its digital transformation efforts, the Civil Service Commission (CSC) adopted a standard online customer satisfaction measurement for its internal and external services in accordance with the requirements of Republic Act No. 11032 or the (EODB EGSD) Act of 2018, IATF (AO 25) Memorandum Circular No. 2022-1, s. 2022 or the Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 under Executive Order No. 80, s. 2012, Executive Order No. 201, s. 2016, and the CSC Quality Management System.

The Customer Feedback and Satisfaction Survey (CFSS), a web-based, internally developed survey tool, became the standard platform to gauge customer satisfaction and gather customer feedback on CSC services.

### Background

The CSC institutionalized the CFSS through Resolution No. 2200165 on 26 January 2022 re: "Adoption of a Customer Feedback and Satisfaction Survey Tool for CSC Services".

The CFSS tool is now being used by CSC offices for processes and services (both internal and external) being availed of by the customers. The CFSS also standardized the CSC's process of gathering feedback by harmonizing all the different feedback tools utilized by the CSC offices. Further, the CFSS eliminated the use of office resources for gathering feedback and generation of report.

Prior to the adoption of the CFSS tool, the CSC used to administer a printed satisfaction survey form for CSC QMS-enrolled processes only. Some CSC offices that were not enrolled in the CSC QMS adopted the same form, while others devised their own survey forms to measure customer satisfaction. The Internal Audit Service's (IAS) report on the results of the audit on customer/client satisfaction measurement also noted that CSC offices used different feedback forms.

The institutionalization of the CFSS supports the digital transformation direction of the CSC, given the changes in the landscape of government service delivery brought about by the COVID-19 pandemic. This initiative has also proven useful for the CSC to continuously improve the way it does its business in compliance with statutory and regulatory requirements contained in laws and programs previously mentioned.

The Public Assistance and Information Office (PAIO), as process owner of the institution's public assistance program, proposed the adoption of a standard CFSS tool in the CSC upon consultation with the Internal Audit Service (IAS), Integrated Records Management Office (IRMO), and Office for Strategy Management (OSM). PAIO also solicited feedback and recommendations from all CSC Offices (Central/Regional/Field). As a result of the collaboration, the CFSS was officially rolled out on 1 March 2022.

### Modes

While the CFSS is conducted online, there are instances when the CSC offices experience weak internet connection, or when the CSC customers prefer to use printed forms. Thus the CSC maintains both modes:

- 1. Electronic/Online CFSS tool** - a web-based Customer Feedback Survey available online through the link: <https://cfss.csc.gov.ph/>. Customers are provided access to the survey using a dedicated office tablet, laptop, PC, or other devices with internet access. The customers are also given a copy of the online link or QR code via their email address or mobile number.
- 2. Printed CFSS form** – a printed or paper-based CFSS is used only for instances when the office encounters network and internet connectivity issues, or the customers prefer this mode. Customers' responses are then manually encoded in the online CFSS tool to ensure that all responses are recorded and included in the generation of the report.

As a web-based tool incorporated in the CSC website, the CSC offices (as the implementers and process owners) are given back-end access control to the Reports Facility feature. This enables the CSC offices to see real-time updates in customer satisfaction and feedback, and immediately act on reports when necessary. Further, the reports facility serves as a salient feature of the tool as it paves the way for the real-time generation of reports on customer satisfaction and feedback which aids process owners in evidence-based policy review, analysis, and recommendation for the effective and efficient re-engineering of processes, systems and procedures.

### Summary of Results

Since the implementation of the CFSS tool in March 2022, the CSC Central and Regional offices submit their respective quarterly reports to PAIO via the CFSS Reports Facility.

As of December 2022, there were a total of 63,107 feedback gathered from the CFSS tool. The average total percentage of highly satisfied customers that rated 4 (satisfied) and 5 (very satisfied) is 98.55%, while the total percentage of dissatisfied customers that rated 2 (dissatisfied) and 1 (very dissatisfied) is 0.51%. Only 0.94% were neither satisfied nor dissatisfied. The Integrity of Service Provider is the top-rated service quality dimension, which received a score of 4.85. Meanwhile, 97.63% or 53,832 customers complimented CSC's delivery of services.

Overall, the CSC received an average rating of 4.82 out of 5, which indicates a high satisfaction rating across all CSC services.

### Top Feedback

The top three services that customers provided feedback are the following: (1) Processing of Examination Application (CSE-PPT Professional and Sub-Professional Level) has a total of 26.80% or 16,914 feedback; (2) "Others" has a total of 12.05% or 7,602 feedback; and, (3) Handling of queries/request for assistance on Civil Service Matters (Online and Walk-in) has a total of 10.81% or 6,821 feedback.

In the past year, the public awaited the reopening of the conduct of various CSC examinations and release of the results, hence making it the top one service availed by CSC customers. The top two most availed service by the CSC customers was "Others" which consisted of authentication of eligibility, job application in CSC, examinations, training, and seminars. Lastly, the third most availed service by customers was Handling of queries/request for assistance on Civil Service Matters (Online and Walk-in). As the central human resource agency of the government, the general public preferred to seek assistance or inquire on government services through the CSC's public assistance desks.

### Service Quality Dimensions

The CFSS tool measures satisfaction with CSC services through different service quality dimensions: responsiveness, quality of service, access & facilities, communication, cost of service, integrity of service provider, competence of service provider, outcome of service, and overall satisfaction.

Among the service quality dimensions rated by the customers, Overall Satisfaction and Integrity of Service received the highest satisfaction rating of 90.99%, followed by Outcome of Service at 90.77%, Competence of Service Provider (Assurance) at 90.67%, Communication at 90.57%, Quality of Service (89.66%), Responsiveness at 89.22%, Access & Facilities at 89.05%, and Cost of Service at 88.39%.

Obtaining a high satisfaction rating in eight (8) service quality dimensions demonstrates that the CSC offices have consistently provided quality service to the customers despite the continuing efforts of adapting to the better normal COVID-19 situation and hybrid working arrangements in the bureaucracy. While the CSC has a high satisfaction rating, it remains committed to providing excellent customer service to its customers by promptly taking action on the comments, suggestions, and negative feedback received.



## Strategic Communications

**Table 19. Customer Satisfaction by Percentage of Respondents**

Service Quality Dimensions	5 Very Satisfied	4 Satisfied	3 Neither Satisfied nor Dissatisfied	2 Dissatisfied	1 Very Dissatisfied
Responsiveness	89.22%	9.01%	1.10%	0.28%	0.39%
Quality of Service	89.66%	8.82%	0.95%	0.24%	0.32%
Access & Facilities	89.05%	9.29%	1.15%	0.20%	0.31%
Communication	90.57%	7.99%	0.94%	0.19%	0.31%
Cost of Service	88.39%	9.84%	1.32%	0.19%	0.26%
Integrity of Service Provider	90.99%	7.89%	0.74%	0.13%	0.25%
Competence of Service Provider (Assurance)	90.67%	8.12%	0.75%	0.16%	0.30%
Outcome of Service	90.77%	7.96%	0.78%	0.17%	0.34%
Overall Satisfaction	90.99%	7.72%	0.76%	0.21%	0.32%
<b>Total Percentage</b>	<b>90.03%</b>	<b>8.52%</b>	<b>0.94%</b>	<b>0.20%</b>	<b>0.31%</b>

Table 19 shows that among the service quality dimensions rated by customers, Overall Satisfaction and Integrity of Service received the highest satisfaction rating of 90.99%. It was followed by Outcome of Service at 90.77%, Competence of Service Provider (Assurance) at 90.67%, Communication at 90.57%, Quality of Service (89.66%), Responsiveness at 89.22%, Access & Facilities at 89.05%, and Cost of Service at 88.39%.

### Ways Forward

While CSC maintains a high satisfaction rating, it still stays true to its commitment to streamline and improve its systems, processes, and procedures for the benefit of its customers. CSC Regional Offices are also able to report the action taken or improvements implemented based on suggestions, feedback, and complaints received through the CFSS tool. The feedback gathered in the CFSS tool are continuously used in the CSC's endeavor to sustain excellent customer experience.

### Monitoring and Evaluation of CSC's Communication Initiatives

The 2021-2030 Integrated Marketing and Communications Plan (IMCP) is the communication initiative anchored on the CSC's 2021-2030 CSC Strategy Map. It reflects the communication goals and objectives for CSC in terms of its organizational goal (brand awareness – CSC as a globally recognized center of excellence for HR and OD) and organizational outcome (behavior change – improved quality of civil servants).

While the IMCP progressively follows the CSC Strategy Map, it should be emphasized that a communication plan is by nature an evolving plan, periodically updated to reflect changing priorities and emerging instructions from the Commission, and adjustments or tactic changes in response to monitoring and evaluation results.

For 2022, the CSC's Public Assistance and Information Office (PAIO) continued to strengthen monitoring and evaluation of the Integrated Marketing and Communication Plan. All communication initiatives focused on brand awareness (CSC as center of excellence for HR and OD), and behavior change (turning civil servants into servant-heroes).

PAIO proceeded with the topic-centered approach in deploying communication tactics based on the 2022 content calendar focusing on process owners' priority programs based on the information from their designated CSC Office Correspondents' Network (CNet).

### Developmental Initiatives

#### 1. Internal Communication Guidelines

As a directive from the Commission, PAIO continued coordination with the Integrated Record and Management Office (IRMO) for the revision of the CSC Communications Guidelines, stemming from Office Memorandum No. 60, s. 2005.

#### 2. Revising of the CSC media guidelines

Given the new Commission, the CSC media guidelines has been revised to further strengthen the relationship of the CSC with the media. Said guidelines is an integral part of the IMCP as the media can help promote a positive image of the CSC, inform its customers of various programs, and project the CSC as a relevant and authoritative voice on human resource and organization development in the public sector. Thus, matters which concern the media should be handled effectively and appropriately.

#### 3. Updating of the CSC Stylebook

To ensure that all work documents and communication-related outputs follow the CSC writing style and branding, the CSC Stylebook has been updated for use of all CSC officials and employees, which has been approved by the Commission in April 2022.

4. Dissemination of CSC Policies

A new communication initiative was rolled-out in 2022, the CSC Policy Highlight. It is a monthly video content featuring CSC resolutions and policies, which is posted on CSC’s Facebook Page (facebook.com/civilservicegovph) and YouTube channel (youtube.com/cscphmedia).

The CSC Policy Highlight is intended for HR practitioners looking to brush up on information about guidelines and procedures, or a government worker who would like to understand HR policies better.

Scan to watch

This Policy Highlight features Joint Memorandum Circular No. 1, series of 2020 or the Guidelines on Occupational Safety and Health Standards in the Public Sector issued by the Civil Service Commission, Department of Health, and Department of Labor and Employment.

The said three agencies recognize the need for all government agencies to establish a set of Occupational Safety and Health Standards to protect all government employees from the hazards of injury, sickness, or death through the adoption of safe and healthy working conditions.

URL: <https://fb.watch/fXBfNtdD87/>

Scan to watch

This video features CSC Resolution No. 2200253 on the 122nd Philippine Civil Service Anniversary (PCSA), in which the Civil Service Commission invites all government agencies and workers to participate in the celebration.

The Philippine Civil Service Anniversary commemorates the establishment of the Philippine Civil Service by virtue of Public Law No. 5 (An Act for the Establishment and Maintenance of an Efficient and Honest Civil Service in the Philippine Islands) on 19 September 1900. This is also pursuant to Presidential Proclamation No. 1050, series of 1997 declaring the month of September as the Civil Service Month.

URL: <https://fb.watch/fXBnfHclEA/>

Scan to watch

This video features CSC Resolution No. 2200162 promulgated on 26 January 2022, also known as the “Guidelines on the Implementation of the Personnel Policies and Options for Affected Personnel Pursuant to E.O. No. 138, s. 2021”. The resolution took effect on 24 April 2022.

E.O. 138 provides for the full devolution of certain functions of the Executive Branch to the Local Governments Units, as well as the creation of a Committee on Devolution. This was issued by President Rodrigo Roa Duterte on 1 June 2021 in consonance with the Supreme Court ruling in Mandanas, et al. vs. Executive Secretary, also known as the Mandanas ruling.

URL: <https://fb.watch/fXBqOITU70/>

5. Monitoring and Evaluation on CSC Policies

PAIO conducted an online survey through its Facebook Page to determine government workers’ sources of information and channel preferences for civil service rules, policies, guidelines, and/or procedures.

Majority of the respondents (71.3%) said they get information on civil service rules and policies from the CSC website, followed by 68% saying they use CSC’s Facebook Page. Ranking third as a source of information are CSC Memorandum Circulars (51.3%). Below is a table showing the top sources of information selected by the respondents:

Table 22: Source of Information on HR Policies

Source	Percentage
CSC Website	71.3%
CSC Facebook Page	68%
CSC Memorandum Circular	51.3%
CSC Publications	34%
Copies provided by the agency of HR office	30.7%
Communication of copies from the CSC Regional or Field Offices	28%
Online News Channel	15.3%
Newspapers	6.7%
CSC YouTube Channel	10.7%
CSC eNewsletter	10.7%
Newspaper	6.7%
Others:	0.7%
DepEd Facebook Page	
HR Minute during the flag ceremony	
CSC Webinars	
Messenger group chat	

The said survey was participated by human resource officers (40%), non-HR officers performing HR functions (28%), and other respondents (32%). Majority or 48.7% belong to national government agencies, 32% to local government units, 8% to state universities and colleges, 7.3% to government-owned and controlled corporations, 2.7% to constitutional bodies, and 1.3% to local water districts. All age groups were also evenly distributed. Furthermore, majority of respondents (64%) belong to the 2nd level (technical, managerial), while 34% belong to the 1st level (clerical, trades, arts and crafts, administrative) and 2% belong to the 3rd

6. Monitoring and Evaluation of the Performance of the CSC Facebook Page for FY 2022

PAIO continued monitoring the performance of the CSC’s Official Facebook Page (www.facebook.com/civilservicegovph).

Data collected from Facebook Insights suggest that the CSC Facebook Page continues to serve as a much sought-after and effective channel for information dissemination and public assistance.

From January to December 2022, it garnered 169,754 new Page Followers.

The Page continues to maintain a huge network, currently with 1,181,022 followers. It compares closely with the Department of Labor and Employment’s (DOLE) Page with 1.2 million followers, but performs better than the Pages of Commission on Elections (COMELEC) with 958.7K followers, Commission on Human Rights (CHR) with 302.5K, Professional Regulation Commission (PRC) with 106K, and Office of the Ombudsman with 47.4K.

The entry of new followers peaked on 27 May (8,913 new followers on a single day), which was the same day that CSC posted information for interested applicants of the 7 August 2022 CSE-PPT. In less than a week, the post already generated more than 5 million Impressions, a Reach of 4.7 million, and an Engagement of 470K.

For the entire 2022, the Page garnered a total reach of 12,981,141, which is 1.9% higher compared to previous year's data. Daily Reach peaked on 27 May with said post attaining a total Reach of 3.65M by the end of the year; and on 18 August when the CSC posted information about the release of results of the 19 June CSE-PPT, which garnered a reach of 1.6M by end of December.

The Page also received a total of 3,203,343 Page Visits, which is 234.4% higher than the number recorded in 2021.

Women compose 67.5% of the Page's followers, while men registered a 32.5% share. Most of the followers are aged 25-34 and 35-44 years old.

## Channel Content

The CSC Facebook Page's high performance figures can be attributed to frequent, regular posting of relevant content. From January to December 2022, a total of 452 posts were published. The frequency of posting peaked during August and September, with 80 and 81 published posts, respectively, owing to heightened promotion around the 122nd PCSA celebration.

Generally, the Page's content revolves around CSC policies, programs, projects, and activities. Regular posts include news releases and advisories, and advocacy content related to HR and OD and others that may be of interest to civil servants.

At least three (3) videos are produced monthly: a) *Lingkod Bayan Diaries: Katangi-tanging Kawani*, which features stories of Honor Awards Program awardees; b) Policy Highlight, which breaks down a CSC policy into easily digestible format; and c) *LunChat with CSC*, a live talk-show format discussing relevant CSC programs or policies.

Meanwhile, the CSC website shows that highest engagement were for job, eligibility, or exam-related posts, including ICT specialist eligibility (11,577 hits), online job fair registration (11,413), and advisory on CS exam refund (12,195).

The highest peak live viewers of *LunChat with CSC* on

Facebook was on August at 224 and on July at 215, both about PCSA and related topics of agility and future-readiness. These episodes reached 22,600 and 31,700 people, respectively.

## Managing Official CSC Channels

### 1. External Relations

The CSC continued to engage external audiences through content deployment via its official channels.

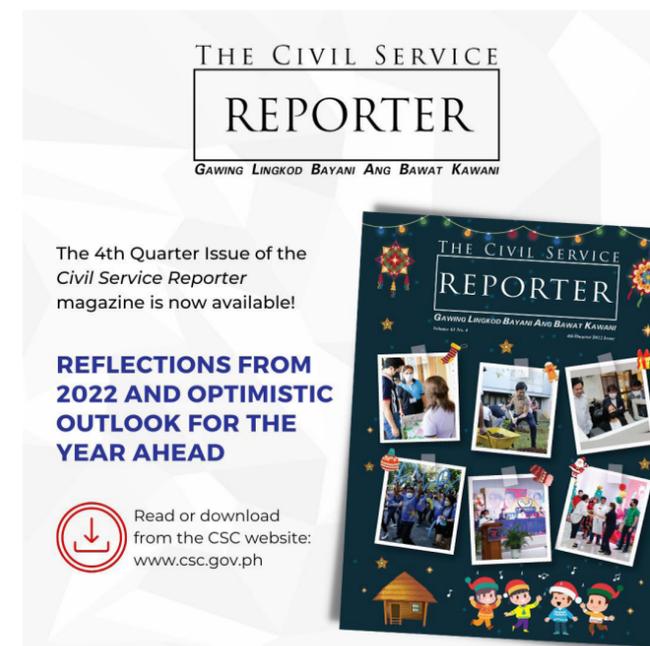
For its regular publications, the CSC produced four (4) issues of its quarterly magazine, *Civil Service Reporter*. The digital copies of this magazine are available for viewing and downloading on the CSC website and CSC Facebook Page. Portions of the magazine are also re-packaged and posted on the FB Page for more exposure on relevant topics.

For traditional media, the CSC released a total of 80 news articles to the members of the media.

The news articles were also cross-posted on the CSC website and Facebook. All press releases were picked up by the media and enjoyed exposure via Manila Bulletin, GMA News Online, Philippine Star, CNN, Rappler, People's Journal, Business Mirror, UNTV online, Inquirer.net, Philippine Information Agency, Daily Tribune, and Manila Standard, among others.

For new media, the CSC's main Facebook Page produced 288 posts (announcements, HR tips, videos, episodes, and advisories) from July to December. Most posts were in the months of August with 80 and September with 81.

CSC's main Facebook Page still generates the most number of engagement and reach at no cost. Photo and video content were deployed through this channel reaching more than 10 million people, with an engagement of 1,351,644.



### 2. CSC Website

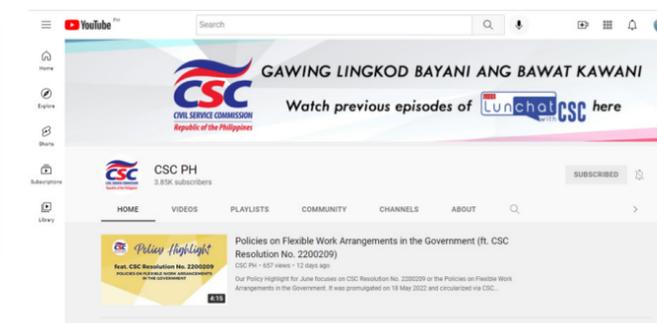
The CSC continues to update its website ([www.csc.gov.ph](http://www.csc.gov.ph)) with the latest news, memorandum circulars, examination advisories, announcements, featured videos, etc. for access by entire government service, as well as the media and the general public.

The top five (5) website posts with the most hits are:

Content	Website Hits
1. News: CSC approves 'flexi-work' for gov't employees	68,265
2. News: CSC bares 2023 Civil Service Exam calendar; Application for Foreign Service Officer Exam begins 13 October 2022	36,890
3. News: CSC issues reminders for takers of 7 August exam	35,001
4. News: CSC bares application period March 2023 exam	18,954
5. News: CSC issues reminders for takers of 19 June 2022 exam	28,047

Looking at the content with the most hits per month, one can see that the most popular topics among website visitors are (1) CSC policies/guidelines, especially new issuances; and (2) examination-related news and announcements.

The CSC also produced content for the YouTube Channel with 21 videos uploaded for the 2nd semester. The channel has 3,800+ subscribers by end of 2022, 91.3% of which are from the Philippines, with a few views from the United States, United Kingdom, and Saudi Arabia.



### 3. Productions

The CSC, through PAIO, continued to produce its regular episodes of *LunChat with CSC* and *Lingkod Bayan Diaries*, both aired via the CSC's main Facebook Page. Production and live streaming of episodes were done remotely.

From January to December, the CSC aired 12 episodes of *LunChat with CSC*, featuring the monthly focus topics on the Commission's policies, programs, and activities.

For the *Lingkod Bayan Diaries*, twelve documentary videos were produced featuring the work and lives of honor awardees of Presidential *Lingkod Bayan*, CSC *Pagasa*, and *Dangal ng Bayan* awardees to further boost public awareness on their extraordinary achievements for the government and the public.

### GOVERNMENT ONLINE CAREER FAIR (GOCF)

Guests: Mr. Marcano Vives, Supervising Human Resource Specialist (Examination, Recruitment and Placement Office), CSC; Ms. Annabelle Vives, Country Head of Marketing, AdWorld Philippines by ADK.

### Agriculture Technology for Sustainability

**Nelly Siababa Aggangan**  
 Scientist II  
 National Institute of Molecular Biology and Biotechnology (Bio Tech)  
 University of the Philippines Los Baños Laguna  
 CSC Presidential Specialized Bayan Awala

### Lunchat with CSC

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

Watch the previous episodes by scanning the QR codes or visiting the links below:

#### CSC RESOLUTION NUMBERS 2200162 AND 2200373

October Episode on CSC Resolution Numbers 2200162 and 2200373

The episode discussed CSC Resolution No. 2200162 or the Guidelines in the Implementation of the Personnel Policies and Options for Affected Personnel Pursuant to D.O. No. 138 s.2021 which was promulgated to complement the Department of Budget and Management and the Department of Interior and Local Government (DIBALOG) Joint Memorandum Circular.

It also talked about CSC Resolution No. 2200373 or the 2022 Guidelines and Standards in the Establishment of Organizational Structures and Staffing Patterns (OSP) in LGUs prescribes minimum standards and guide-lines in the design and implementation of OSP in LGUs.

Short URL: <https://fb.gy/1m9epd>

#### PUBLIC SECTOR LABOR MANAGEMENT COUNCIL (PSLMC) RESOLUTION NOS. 1, 2, 3, SERIES OF 2022

November Episode on PSLMC Resolutions on Public Sector Employee Organizations

The episode which featured CSC Human Resource Relations Office Director III Krunimar Antonio Escudero III as he provided important information and addressed clarifications on recent issuances promulgated by the Public Sector Labor Management Council.

Short URL: <https://fb.gy/1ub6v1>

#### 2023 SEARCH FOR OUTSTANDING GOVERNMENT WORKERS

December Episode on the 2023 Search for Outstanding Government Workers

Lunchat with CSC's year-end talked about the call for nominations to the 2023 Search for Outstanding Government Workers. Public Assistance and Information Office Acting Director III Fabiana U. Sulambides and 2021 CSC Pagasa Group Awardee HYPE Behind Bars as guests.

Short URL: <https://fb.gy/q1m1qd>

### LINGKOD BAYAN DIARIES

AN ANTHOLOGY OF CIVIL SERVANTS' STORIES

Lingkod Bayan Diaries is the CSC's documentary series on the lives and achievements of exemplary public servants. The videos are produced and released monthly through the CSC's official Facebook Page (www.facebook.com/civilservicegovph) and YouTube Channel (www.youtube.com/@CSCPH-media) to tell the stories of outstanding men and women in government and to encourage nominations to the annual Search for Outstanding Government Workers.

Watch the previous episodes by scanning the QR codes or visiting the links below:

#### OCTOBER

##### Doctor Champions Health of Persons Living with HIV

From being assigned in the City Government of Antipolo's nutrition program, then to the HIV/AIDS Program, Dr. Eleonor Javillo has remained committed in her duty as a health worker. The challenges to deliver continuous service during the COVID-19 pandemic did not stop her from attending to the medical needs, including mental health needs, of her patients – not even when she herself acquired severe COVID-19 pneumonia.

Short URL: <https://fb.gy/1k1uic>

#### NOVEMBER

##### Marikina City's Street Cleanliness Wheels

The City of Marikina is admired by many people for its cleanliness, but often we know little of the people who make this possible. One of them is Mr. Gelson A. Rili, Laborer II of the City Environment Management Office. His diligence and commitment to keeping the city clean not only came from his parents, co-workers, and fellow Marikinos; he was awarded the Dagaal ng Bayan at the Malacanan Palace in 2016, with no less than the President of the Philippines honoring him for the award.

A devoted family man, he perseveres amid the hassles of his job and the endless demands of public service.

Short URL: <https://fb.gy/1b9fhwia>

#### DECEMBER

##### This Nurse Saves Lives Through Health Statistics and Data

When all been witness to how statistics and data play a crucial role in managing public health at the height of the COVID-19 pandemic, collecting data is one thing, what is more important and more challenging is how to use those data in achieving positive outcome in terms of persistent health issues in the community.

Nurse IV Daniel Garcia III of the Antipolo City Health Office does not shy away from this challenge. As Program Manager of Public Health Surveillance of the City Epidemiology, Statistics, Disaster and Response Unit (ESDRU), he captures data on the ground so that the Antipolo City Government can undertake health programs and policies that are evidence-based. In the process, his work becomes a learning opportunity as he meets people from different walks of life.

Short URL: <https://fb.gy/1q1q1qd>

### 122ND PHILIPPINE CIVIL SERVICE ANNIVERSARY ONLINE ZUMBA AND FILM SHOWING AND SPECIAL TREATS

Guests: Civil Service Commission Regional Office IV Public Assistance and Liaison Division Chief HRS Momer Suringa; Office for Financial and Assets Management Chief HRS Sam Manglicmot.

This episode introduces two of the major activities lined up for the celebration of the 122nd Philippine Civil Service Anniversary (PCSA)—the Online Zumba and Film Showing as the kickoff, and the offering of special treats to government workers.

Watch Now!

Guests : Chief HRS Momer Suringa  
 CSC Regional Office No. IV Public Assistance and Liaison Division  
 Chief HRS Sam Manglicmot  
 CSC Office for Financial and Assets Management

Short URL : <https://fb.watch/fXqMZC25dy/>

### 2022 PUBLIC SECTOR HR SYMPOSIUM AND PCSA PHOTO CONTEST

Guests: Acting Director IV Victoria F. Esber, Civil Service Institute; Director III Krunimar Antonio Escudero III, Human Resource Relations Office.

In this episode, guests talk about what to expect in the upcoming 2022 Public Sector HR Symposium, and how civil servants and public sector employee organizations can join the PCSA Photo Contest.

Watch Now!

Guests : Acting Executive Director IV Victoria F. Esber, Civil Service Institute  
 Director III Krunimar Antonio Escudero III, CSC Human Resource Relations Office

Short URL : <https://fb.watch/fXqODAR-11/>

### CCB: ISANG DEKADA NG PAGLILINGKOD

Guests: Assistant Secretary IRNE B. Dumlao, Office of the Assistant Secretary for Office of the Secretary (CSC) Concerns, DSWD; CSC Chief Andro V. Santiago, Stakeholder Affairs Division (Stakeholder Relations Service, DSWD); Director III MARIBEL LUNA, CCB/CSA/AMM, Program Manager, Contact Center Bayan, CSC (MCO); Mr. Nathaniel P. Lanuzo, Senior HR Specialist, CCB Team Leader.

This episode features the 10th anniversary of the CSC's Contact Center ng Bayan. Guests from DSWD and CSC talk about how the partnership between CCB and their agency helped improve service delivery through effective feedback management and customer relations.

Watch Now!

Guests : DSWD Assistant Secretary Irene B. Dumlao  
 Director IV and CCB Program Manager Maria Luisa Salonga-Agamata  
 CSC Public Assistance and Information Office  
 OIC Chief Andro V. Santiago  
 DSWD Stakeholders Affairs Division  
 CCB Team Leader Nathaniel P. Lanuzo

Short URL : <https://fb.watch/fXqH0zCd0f/>

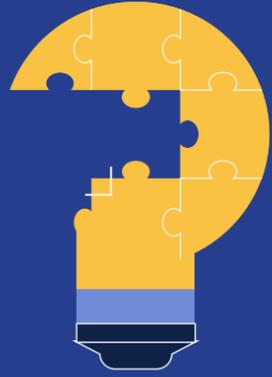
## CSC Caraga Tick Talk Season 2

Aside from the video productions for the CSC's main Facebook Page, some of the CSC Regional Offices also produce their own content for their respective regional Facebook Page. One example is CSC Caraga's Tick Talk program.

Launched in May 2021, CSC Caraga's Tick Talk disseminates information on CSC programs and expand Caraga's engagement with its stakeholders. The said program is aired live every Friday on CSC Caraga's Facebook Page.

The information provided in the program serves as a tool to empower HR practitioners in the implementation of the CSC's programs and policies in government offices.





## Strengthened HR & OD Knowledge Management and ICT

IRMO implemented both the online application and face-to-face transaction by appointment for its frontline services to clients via the Online Registration, Appointment and Scheduling System (ORAS). It also attained its zero backlog goal for frontline and support services by April 2022 while accomplishing all client requests within the prescribed time.

The features of ORAS have been updated to improve clients' experience and to prepare for regional deployment. Registered clients in ORAS are given the option to pay their requested documents (e.g., Certification of Eligibility or Authenticated copy of Certification of Eligibility, Service Records/ Cards, or copy of CSC Issuance) through online payment options such as: (a) online bank transfer, and (b) cash payment (e.g., Bayad Center, Cebuana Lhuillier, etc.) and (c) e-wallet like GCash, and (d) other payment partners of the Land Bank's Link.BizPortal. Through this mode, clients need not physically go to the CSC Central Office.

Additional enhancements were made to tailor-fit user access for the CSC regional offices. It includes the updating of the accounting module and Land Bank transaction type for regional collection. The process owners' and Director's dashboard were also updated to ensure better monitoring of service provision.

The Internal Online Verification of Eligibilities was deployed in the CSC Regional and Field Offices. The CSC authorized verifiers to use the internal Civil Service Eligibility Verification System (iCSEVS) to verify the examination eligibility data of individuals seeking government employment following the "Guidelines and Procedures on the Internal Online Verification of Civil Service Eligibilities" issued through CSC Resolution No. 2200677, dated 16 December 2022. With the deployment of the iCSEVS, any CSC RO can verify eligibility data outside of its regional jurisdiction.

The reports for the Inventory of Government Human Resources (IGHR) were uploaded in the CSC website in July 2022. Five months later, the visual analytics report was prepared by IRMO and the Internal Audit Service. IGHR data was visualized and analyzed through the use of an analytics tool called, Microsoft PowerBi. The visual report is dubbed as the "Visualization of the IGHR for Valuable and Informed Decision-making" or simply VIVID, which generated more detailed/specific IGHR reports/demographics and provided analytics dashboard.

## Improvement of Service Delivery via Digitalization

The CSC, through the Integrated Records Management Office (IRMO), pursued improvements in Information and Communications Technology (ICT) especially in the delivery of services.

### Improvements on CSC's frontline service delivery

Since the CSC Central and some Regional Offices provide courier delivery as an option to clients, the fees for CSC services need to be updated to include the delivery fees. Thus, the Commission adopted CSC Resolution No. 2200662 dated December 13, 2022, "Prescribing Fees for the Delivery of CSC Documents through Courier Service".

IRMO developed the Customer Feedback and Satisfaction Survey (CFSS), a web-based application that automated the process of eliciting feedback from CSC clients. It was rolled out nationwide by the Public Assistance and Information Office in March.

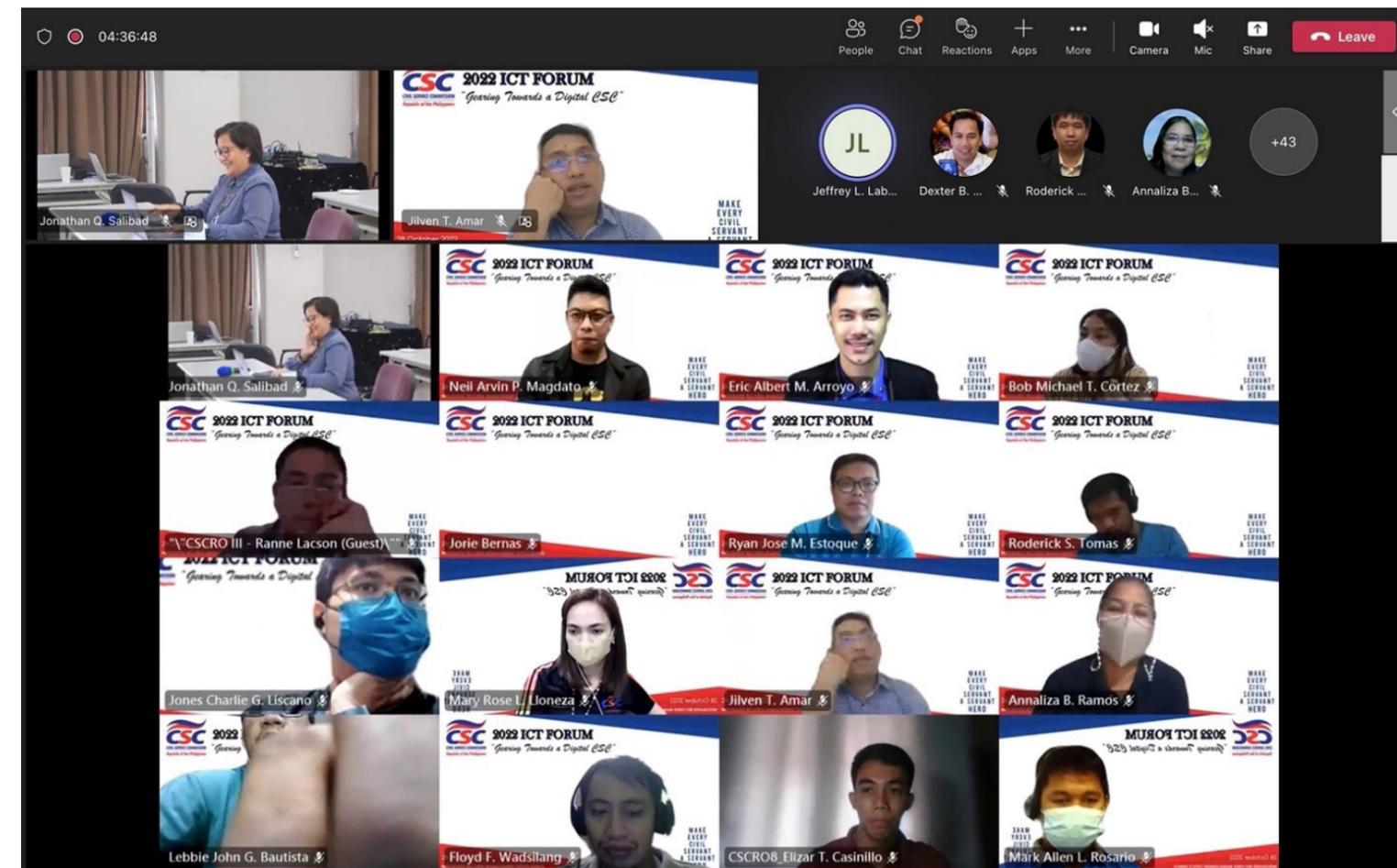
## Capacity building on CSC's ICT systems

IRMO conducted several capacity building activities for CSC's information technology officers and other concerned staff nationwide to provide them with operational and working knowledge on CSC's ICT systems. These were:

- Webinar on ICT-Related Systems Series focused on the Online Document Tracking System (eDTS), the Inventory of Government Human Resource Systems (IGHRS) and the CSC Knowledge Management Portal for the Focal Persons in the regional offices. The webinar was conducted thrice in March 2022 for the Luzon, Visayas, and Mindanao cluster.
- Hands-On Training on the CSC Knowledge Management (KM) Portal for the Central Office

KM Focal Persons on 27 April with the issuance of Office Memorandum No. 11, s. 2022 adopting the Guidelines on the CSC Knowledge Management Portal

- Online training for MS Teams Calendar on 27 May 2022
- Online Verification of Eligibility (OVE) Training on 28 June 2022 with concerned officers from CSC ROs/FOs
- Cybersecurity Awareness Webinar on 31 August and 24 November 2022 participated by IRMO staff and employees from CSC ROs/FOs
- ICT Forum for the IT Group of the CSC from the Central and Regional Offices on 28 October 2022 with the theme, "Gearing Toward a Digital CSC".



Screenshot of the 2022 Information and Communications Technology Forum with the theme "Growing Towards a Digital CSC."

## Support for the CSC's digitalization thrust

### A. Continuous digitization of records

The digitization of Statements of Assets, Liabilities and Net Worth (SALNs) of 20 identified priority agencies was pursued. These agencies are those prone to lifestyle checking and are mostly subject of SALN requests.

Moreover, 100% of individuals reported to be barred from entering the government service were encoded and updated in the Database of Individuals Barred from Entering Government Service and Taking Civil Service Examinations (DIBAR) System.

The total number of quality-checked Picture-Seat Plans uploaded in the Document Management System was 73,033.

The CSC met the semestral target for the digitization of examination records in the Central Office. IRMO submitted the Terms of Reference for the CSC Information Systems Strategic Plan (ISSP) Project – Digitization of CSC Human Resource Data, Information and Knowledge for Sharing and Empowerment on 31 March.

To assist the CSC Field Offices (CSC FOs) with the digitization of their records, IRMO consulted the Bangko Sentral ng Pilipinas (BSP) and the CSC-BSP Field Office. CSC aims to digitize the service cards of the said field office and BSP as the initial agency subject for project implementation.

The digitization efforts in the CSC FOs is supported by policy review. In particular, the Records Disposition Schedule was subjected to review by all CSC units. In a discussion with the National Archives of the Philippines, (NAP) suggested the possibility of lowering the retention period of the 201 files kept by CSC.

With regard to the annual request to dispose records or materials in the Central Office, materials from PAIO and OAC-SC were scheduled for disposal 15 days after receiving NAP's approval. The record disposal also included four (4) divisions from IRMO.

The CSC also improved and maximized the use of its enterprise-level email facility by creating the policy guidelines on the use of CSC e-mail facility, adopted through CSC Resolution No. 2200661 dated 13 December 2022. Furthermore, the Central Office Knowledge Management (KM) focal persons uploaded knowledge products to the CSC KM Portal.

Other IT developments made in 2022 were the Online Room Reservation Management System, the enhanced Case Decision and Resolution Information System for deployment in 2023, and the CSC Examination Portal. The CSC website also migrated to a more secure platform.



Roundtable discussion of CSC-BSP Field Office Director Dugay and employees with IRMO Director IV Noreen Boots Gocon-Gragasin and Acting Director III Jilven T. Amar, and BSP IT, last 2 August 2022.



82 (From L to R) Dir. Jilven T. Amar, a CSC-BSP FO employee, Dir. Mary Grace P. Dugay and Dir. Noreen Boots Gocon-Gragasin on talks with the records management of the Service Cards and Appointment Papers in the CSC-BSP FO.

### B. Preparation for the CSC's Digital Transformation Framework and Roadmap (2024-2029)

IRMO facilitated the discussion and preparation of the CSC's Digital Transformation Framework and Roadmap (2024-2029) through the conduct of the Digital Maturity Assessment.

The survey was conducted in two parts for (1) CSC RO directors and Central Office officials (Assistant Commissioners/Executive Director to Directors IV, III and II) and (2) rank-and-file employees. More than 90% of the total or 1,201 CSC officials and employees participated in the said survey held in September and October 2022.

### C. Other Initiatives

Vulnerability assessment and penetration testing were conducted on three (3) public-facing applications of the CSC to ensure their protection from cyber-attacks. These tests were conducted in partnership with the Cybersecurity Bureau of the Department of Information and Communications Technology (DICT). With DICT's cloud service, the CSC initiated the migration of a critical application to the cloud.

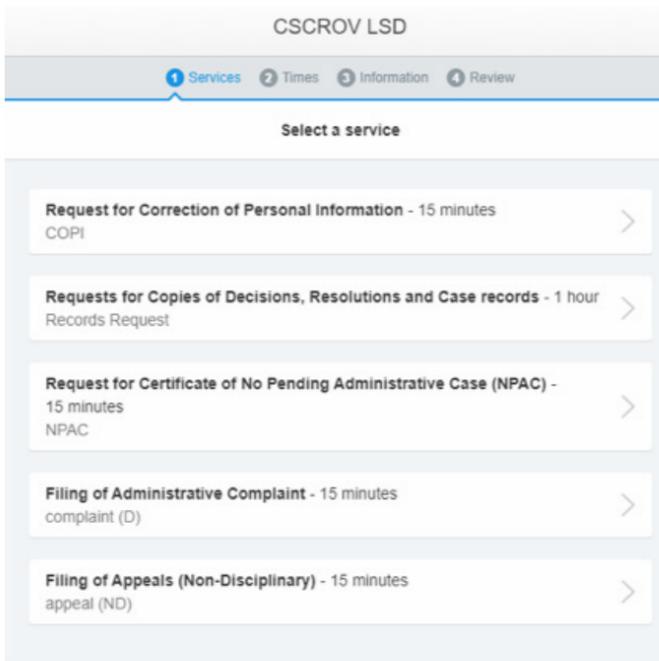
Exploratory meetings were also held in May with some technology companies offering robotic process automation to automate repetitive tasks and streamline processes. Assessment of the various applications and systems of the CSC was undertaken in May in cooperation with Microsoft Philippines.

## CSC in Bicol Region improves online client engagement

### Appointment System

In an effort to deliver public service despite the challenges brought about by the COVID-19 pandemic, the CSC Regional Office V's (CSC RO V) Legal Service Division (LSD) created an appointment scheduling system for the following services: request for Correction of Personal Information; requests for Copies of Decisions, Resolutions and Case records; request for Certificate of No Pending Administrative Case; filing of administrative complaint; and filing of appeals (Non-Disciplinary).

With the ease in restrictions, CSC RO V's LSD repurposed the appointment scheduling system to regulate only its frontline service such as the issuance of Certificates of No Pending Administrative Case and control the number of requests for these certificates. LSD also incorporated the Privacy Notice in the system as part of the implementation of the Data Privacy Act. The user shall read and accept the contents of the notice in order to proceed with their transaction.



Screenshot of the CSC Regional Office V Legal Service Division's online appointment scheduling system

**PRIVACY NOTICE**

The Civil Service Commission Regional Office V (CSC RO V) is committed to protect and respect your personal data privacy in accordance with the provisions of Republic Act No. 10173 or the Data Privacy Act of 2012, its Implementing Rules and Regulations, issuance of the National Privacy Commission, and CSC's own internal policies on data protection and security.

The CSC RO V will collect your name, address, and details of your current employment only for the purpose of processing your request for the issuance of a Certificate of No Pending Administrative Case (NPAC). The data collected will be used in ascertaining your identity and in verifying whether you have a pending administrative case before the CSC RO V.

The data obtained through the accomplished form is stored and filed in the records of the Legal Services Division (LSD) and will only be accessed by the Office's authorized personnel. We implement reasonable and appropriate organizational, physical, and technical security measures for the protection of personal data collected.

The CSC RO V will neither reveal nor share any of your personal data to any other person or entity except when required pursuant to a valid court order, in circumstances explicitly allowed by law; and, as necessary, to establish, exercise, or defend this Office's rights against fraud and/or mitigation of risks and damages.

As soon as the indicated purpose for collection is served, we will take the necessary steps to destroy and/or dispose your information in accordance with the General Records Disposition Schedule of the National Archives of the Philippines.

If you have any data privacy concerns, you may contact CSC RO V's Compliance Officer for Privacy at [cop.ro05@csc.gov.ph](mailto:cop.ro05@csc.gov.ph), via telephone at (052)742-9568, or visit us at the CSC Regional Office V Bldg., National Road, Rawis, Legazpi City, Albay, Philippines.

Provide your information

Email \*

First Name \*

Middle Name \*

Last Name \*

Position Title \*

Complete Agency Name and Address \*

Purpose for requesting certification \*

**PRIVACY NOTICE \***  I have read the Privacy Notice.

Request Form \*  [Click here to download request form.](#)

Save my information for future bookings

Continue →

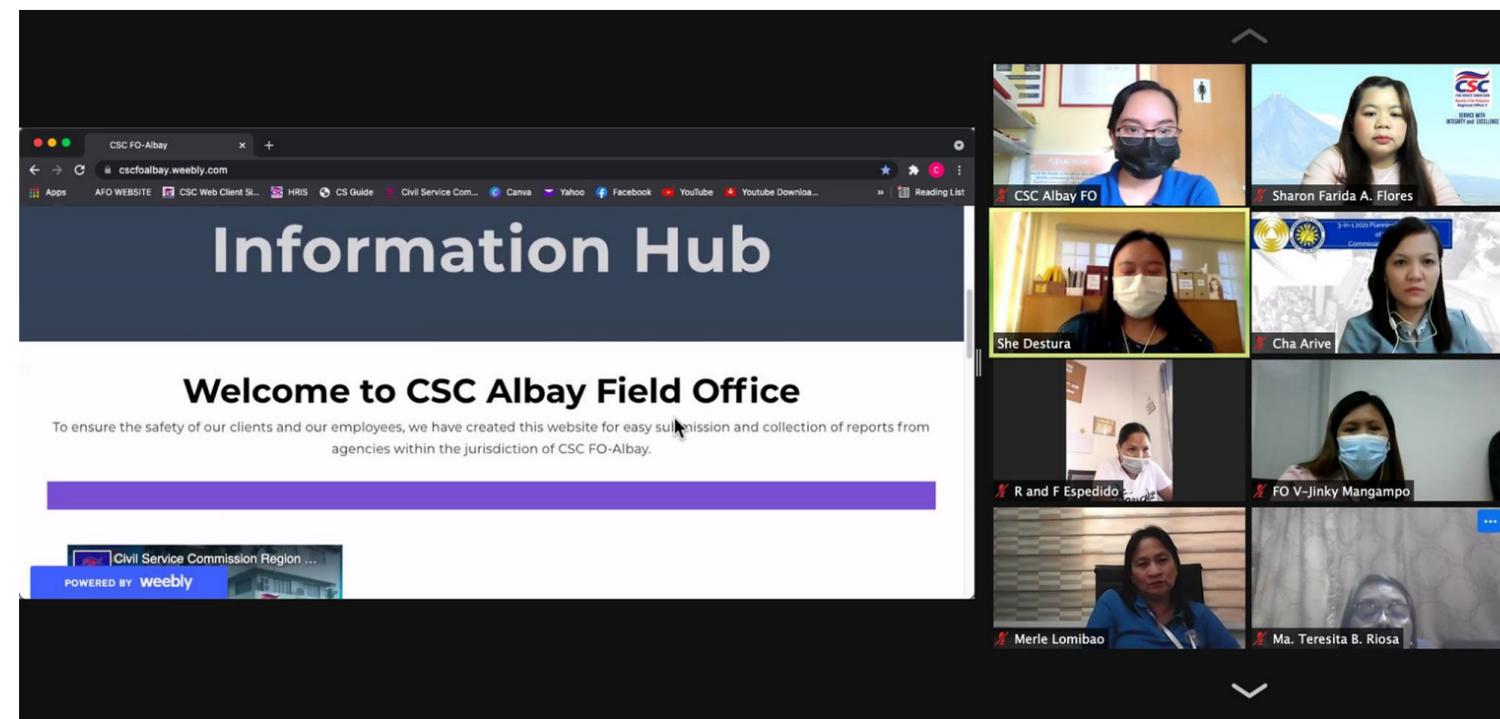
Clients can also download the request form through the hyperlink that automatically redirects to the downloadable request form.

The link for the new appointment scheduling system was disseminated thru the CSC RO V's Facebook Page.

Meanwhile, the CSC Field Office-Albay (CSC FO-Albay) continuously uses its Agency Reports and Information Hub for the submission of reports by human resource management practitioners (HRMPs) in Albay. The hub is a one-stop website where HRMPs can find the following: downloadable forms, link to CSC RO V Facebook Page, links to submission of reports to Albay FO, E-PRIME, IGHSR, HAP, etc. The said hub can be accessed via <https://cscfoalbay.weebly.com>. Also, CSC FO-Albay created a group chat for all HRMPs for easy information dissemination and quick coordination regarding release of appointments papers.

Moreover, for requests for Change of Name and Civil Status in the CSC FO-Albay, the office encourages clients to email first their requests, and they will be informed

once the requested document is ready for release. In this way, clients save time going to the field office.



Human Resource Management Practitioners (HRMPs) in Albay use the Agency Reports and Information Hub developed by CSC-FO Albay.

## CSC Regional Office I ushers better normal with initiatives to digitalize

The CSC Regional Office I (CSC RO I) employed several innovations and best practices to align with the bureaucracy's gigantic leap for digitalization of its processes and operations. CSC RO I piloted paperless transactions in selected services, which resulted in the limited face-to-face contact with clients, but still making sure that the quality of service rendered is not compromised.

CSC RO I capitalized on the following online strategies: (1) using an online reservation system, (2) maximizing available online platforms, and (3) implementation and upgrading of Project CINFORMS— an automated system for office operation developed and implemented by the CSC Ilocos Norte Field Office.

### Using an online reservation system

CSC RO I maintained the Online Reservation System for the booking of appointment on filing of requests for the issuance of authentication/certification of eligibility and grant of eligibilities under special laws (PD 907, Barangay Official, Category II, etc.). An applicant books their preferred date of appointment using the link provided for in the CSC RO I Facebook Page, upon which an appointment confirmation email is sent to the applicant. A copy or screenshot of the same is presented to the office on the date of appointment for the processing of requests.

Through the application, a precise queuing of requests is generated by the system, giving CSC RO I data on the number of clients and type of requests expected in a given date. Thus, thronging of clients in the office is avoided and transactions become faster as applicants with appointment had already brought the complete set of requirements.

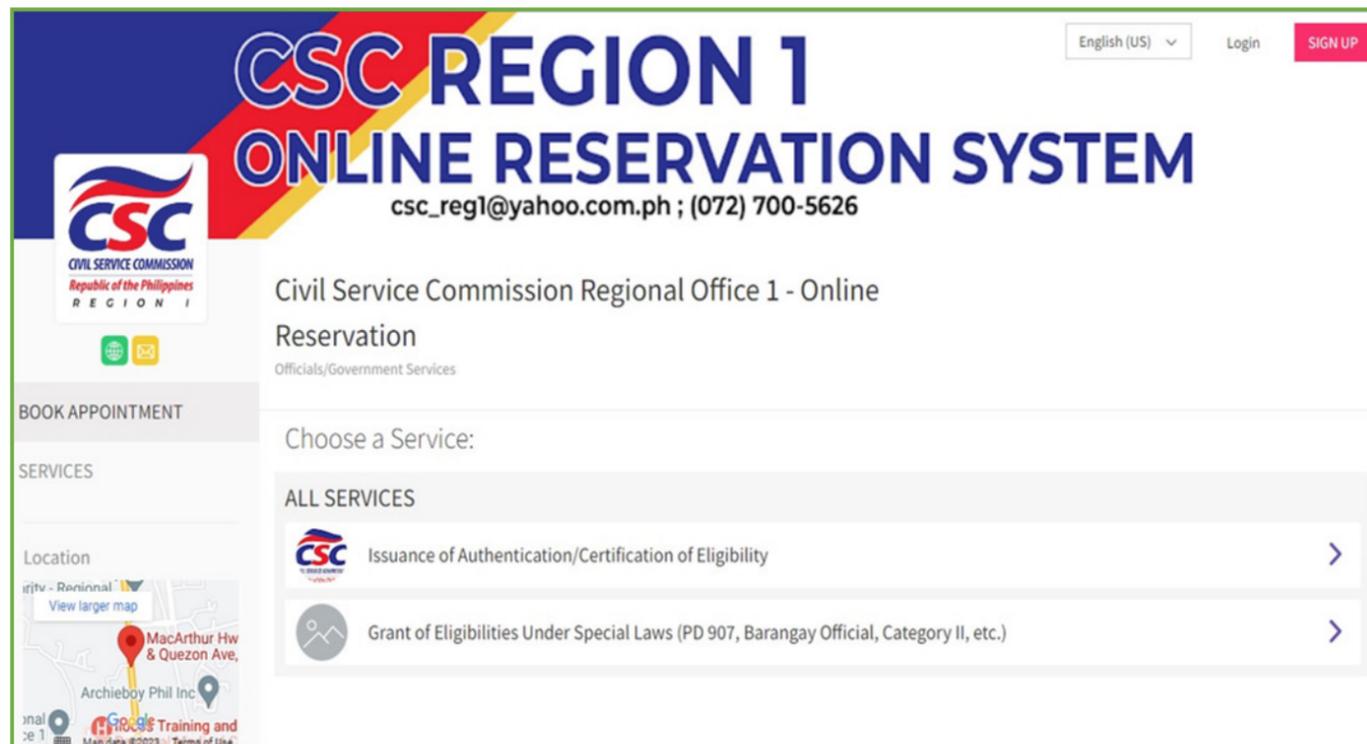
### Maximizing available online platforms

CSC RO I maximizes various readily-available online platforms as transaction tools for its selected operations such as the Google Calendar, Forms, Meet, and Zoom.

Google Calendar is utilized for the centralized scheduling of programs and activities where all division chiefs and field office (FO) directors upload their scheduled activities. With the synchronization of the events of the RO and its field offices in the Google Calendar, it has enabled the division chiefs and FO directors to strategically set their planned programs and activities in their respective jurisdictions. It has also provided advance information to all employees, serving as basis in the pre-planning stage of activities. The overlap of meetings and activities were avoided, resulting in the improvement of participant turnout for major events.

The regional office also rely on Google Forms in conducting online surveys and evaluation. Through this, concerned employees can easily and immediately answers office-conducted surveys, evaluations, and other feedback. Real-time consolidated survey results, as generated by the Google Forms, led to faster resolution of pressing concerns. Personnel from the FOs and even those that are on official business or on official leave of absence can likewise participate.

CSC RO I utilizes Google Meet and Zoom platforms for the conduct of online meetings, early procurement activities of supplies and equipment, PRIME-HRM assessment, and learning and development interventions. With this, the office saves considerable amount from the transportation and miscellaneous expenses incurred when conducting activities on a face-to-face mode.



CSC RO I maintains the Online Reservation System (ORS) for easier booking of stakeholders' appointments.



CSC RO I utilizes Google Meet and Zoom platforms for virtual BAC Meeting and other procurement-related activities.

## Inventory of Government Human Resources (IGHR)

The CSC is mandated, among others, to keep and maintain the bureaucracy-wide human resource (HR) records in the Philippine Civil Service (PCS). The CSC, being the central HR institution, continuously creates records as it documents its day-to-day operation and all events pertinent to HR management, actions, programs, and policies, which form part of the HR records. These records constitute a strategic input to the HR administration/management, policy formulation, budget allocation, decision-making, and to its performance in the attainment of its goals and mission.

Among the important data that may be culled from the HR records are the statistical data on HR profile of the PCS. The statistical data is important not only for research/studies but also in the formulation of government policies/programs, budget allocation, and decision-making. It is therefore incumbent on the part of the CSC to ensure accuracy and timeliness of the statistical data/inventory of government human resources.

The first recorded statistics on the number of officials and employees in the PCS was in the year 1961, followed by a statistical data that was gathered through a survey project known as the "CSC–National Manpower and

Youth Council Manpower Survey Project, 1971-1973" and both statistics were done manually. In December 1993, with the advent of emerging ICT technology, the first ICT-driven Inventory of Government Personnel (IGP) was conducted to get a more accurate headcount of government officials and employees.

The annual IGHR has been conducted since 2016 and the data were posted in the CSC website. With the implementation of the IGHR Version 2.0 which included the module for the plantilla of personnel in CY 2019, report generated dated May 31, 2019 was based on the agencies' actual plantilla of career positions.

Then, for CY 2020, data for Non-Career positions and Job Order (JO)/Contract of Service (COS) were also integrated in the IGHR Version 2.0. It now depicts a more realistic data/information based on the actual head count on the ground for the career, non-career and JO/ COS.

Below shows the comparative IGHR reports, by classification of positions and by year, starting from 2016 until 22 June 2022:

**Table 23. Report by Classification of Position, by Geographical Distribution**

Classification of Position	2016	2017	2018	2019	2020	2021	2022
Career	1,526,450	1,647,891	1,652,748	1,541,891	1,591,719	1,597,973	1,654,575
Non-Career	179,579	187,227	186,284	186,750	170,582	157,451	165,882
JO/COS	595,162	657,067	661,169	669,347	653,816	582,378	642,077

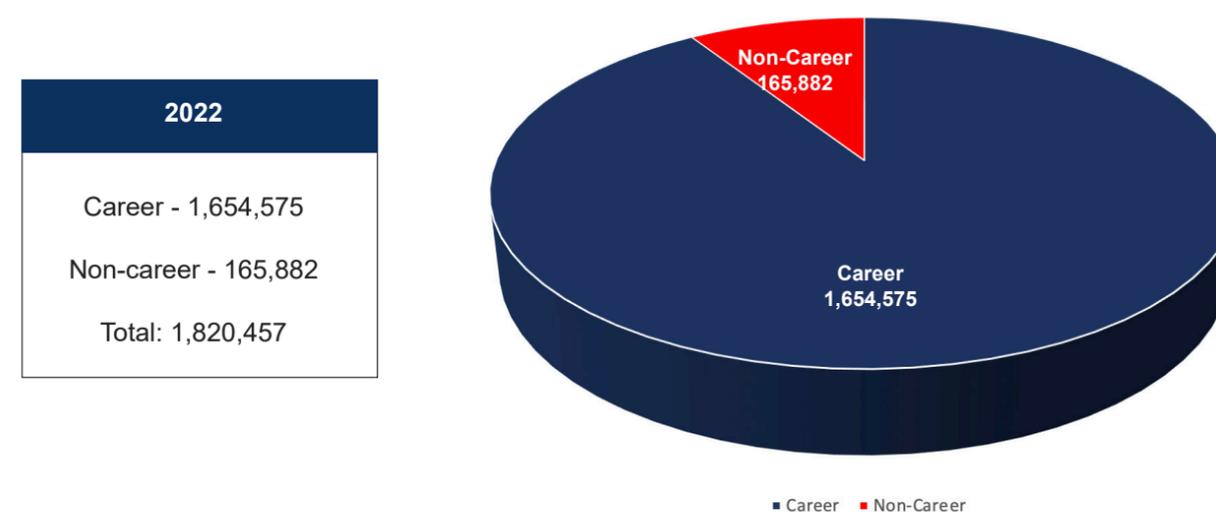
The Career Service is characterized by (1) entrance based on merit and fitness to be determined as far as practicable by competitive examination, or based on highly technical qualifications; (2) opportunity for advancement to higher career positions; and (3) security of tenure.

**Table 24. Report by Classification of Position, by Geographical Distribution**

Region	Career	Non-Career	Total per Classification of Position	% per Classification of Position
CSC RO I	82,266	13,609	95,875	5.27%
CSC RO II	63,993	3,126	67,119	3.69%
CSC RO III	138,818	17,206	156,024	8.57%
CSC RO IV	197,280	14,818	212,098	11.65%
CSC RO V	95,867	7,073	102,940	5.65%
CSC RO VI	118,662	9,148	127,810	7.02%
CSC RO VII	100,949	10,522	111,471	6.12%
CSC RO VIII	89,045	6,297	95,342	5.24%
CSC RO IX	65,913	6,426	72,339	3.97%
CSC RO X	85,299	10,516	95,815	5.26%
CSC RO XI	71,720	6,706	78,426	4.31%
CSC RO XII	76,489	6,069	82,558	4.54%
CSC NCR	351,319	41,613	392,932	21.58%
CSC CAR	37,615	3,362	40,977	2.25%
CSC CARAGA	62,025	6,099	68,124	3.74%
CSC for BARMM	17,315	3,292	20,607	1.13%
Total per Region	1,654,575	165,882	1,820,457	
% per Region	90.89%	9.11%		

Classes of positions in the career service appointment which requires examinations shall be grouped into three (3) major levels as follows:

- The first level includes clerical, trades, crafts, and custodial service positions which involve non-professional or subprofessional work in a non-supervisory or supervisory capacity requiring less than four years of collegiate studies;
- The second level includes professional, technical, and scientific positions which involve professional, technical, or scientific work in a non-supervisory or supervisory capacity requiring at least four years of college work up to Division Chief level; and
- The third level covers positions in the Career Executive Service.



**Figure 20. Total Number of Career and Non-Career Service Personnel for the Year 2022**

**Table 25. Career Service, by Level of Position, by Geographical Distribution**

Region	1 <sup>st</sup> Level	2 <sup>nd</sup> Level	Total per Level of Position	% per Classification of Position
CSC RO I	19,092	13,609	95,875	5.27%
CSC RO II	16,413	3,126	67,119	3.69%
CSC RO III	30,864	17,206	156,024	8.57%
CSC RO IV	46,552	14,818	212,098	11.65%
CSC RO V	18,300	7,073	102,940	5.65%
CSC RO VI	25,567	9,148	127,810	7.02%
CSC RO VII	22,942	10,522	111,471	6.12%
CSC RO VIII	18,243	6,297	95,342	5.24%
CSC RO IX	15,100	6,426	72,339	3.97%
CSC RO X	20,563	10,516	95,815	5.26%
CSC RO XI	14,267	6,706	78,426	4.31%
CSC RO XII	20,228	6,069	82,558	4.54%
CSC NCR	132,051	41,613	392,932	21.58%
CSC CAR	11,227	3,362	40,977	2.25%
CSC CARAGA	15,885	6,099	68,124	3.74%
CSC for BARMM	8,742	3,292	20,607	1.13%
<b>Total per Region</b>	<b>436,036</b>	<b>1,218,539</b>	<b>1,654,575</b>	
<b>% per Region</b>	<b>26.35%</b>	<b>73.65%</b>		



2022
Coterminous - 20,531 (12.38%)
Casual - 94,116 (56.74%)
Contractual - 33,205 (20.02%)
Elective - 18,030 (10.87%)

The CSC's 2017 Omnibus Rules on Appointments and Other Human Resource Actions, as amended, ensures not only standard procedure but also fair and equal treatment of individuals in the areas of recruitment, selection, appointment, promotion, and other HR actions.

Agencies are also encouraged to adopt Equal Employment Opportunity Principle guidelines to remove barriers and discrimination during the selection process or in participating in or accessing learning and development interventions on the basis of sexual orientation, gender identity, and gender expression (SOGIE), civil status, disability, religion, ethnicity, or political affiliation.

Meanwhile, the Non-Career Service is characterized by (1) entrance on bases other than those of the usual tests of merit and fitness utilized for the career service; and (2) tenure which is limited to a period specified by law, or which is coterminous with that of the appointing authority or subject to his pleasure, or which is limited to the duration of a particular project for which purpose employment was made.

- c. Chairpersons and members of commissions and boards with fixed terms of office and their personal or confidential staff;
- d. Contractual personnel or those whose employment in the government is in accordance with a special contract to undertake a specific work or job, requiring special or technical skills not available in the employing agency, to be accomplished within a specific period, which in no case shall exceed one year, and performs or accomplishes the specific work or job, under his own responsibility with a minimum of direction and supervision from the hiring agency; and
- e. Emergency and seasonal personnel.

The Non-Career Service includes:

- a. Elective officials and their personal or confidential staff;
- b. Secretaries and other officials of Cabinet rank who hold their positions at the pleasure of the President and their personal or confidential staff(s);

**Table 26. Non-Career Service, by Status of Appointment, by Geographical Distribution**

Region	Coterminous	Casual	Contractual	Elective	Total per Status of Appointment	% per Status of Appointment
CSC RO I	693	7,093	4,352	1,471	13,609	8.20%
CSC RO II	845	1,151	39	1,091	3,126	1.88%
CSC RO III	1,398	11,653	2,613	1,542	17,206	10.37%
CSC RO IV	2,522	8,702	1,400	2,194	14,818	8.93%
CSC RO V	766	4,540	447	1,320	7,073	4.26%
CSC RO VI	996	4,707	1,998	1,447	9,148	5.51%
CSC RO VII	818	7,686	604	1,414	10,522	6.34%
CSC RO VIII	650	3,514	526	1,607	6,297	3.80%
CSC RO IX	647	2,517	2,589	673	6,426	3.87%
CSC RO X	755	5,548	3,077	1,136	10,516	6.34%
CSC RO XI	680	3,807	1,733	486	6,706	4.04%
CSC RO XII	874	3,149	1,479	567	6,069	3.66%
CSC NCR	6,667	24,703	9,978	265	41,613	25.09%
CSC CAR	349	1,756	413	844	3,362	2.03%
CSC CARAGA	666	2,942	1,784	707	6,099	3.68%
CSC for BARMM	1,205	648	173	1,266	3,292	1.98%
<b>Total per Region</b>	<b>20,531</b>	<b>94,116</b>	<b>33,205</b>	<b>18,030</b>	<b>165,882</b>	
<b>% per Region</b>	<b>12.38%</b>	<b>56.74%</b>	<b>20.02%</b>	<b>10.87%</b>		

**Table 27. Report by Sex, by Classification of Position, by Geographical Distribution**

Region	Career		Sub-Total	Non-Career		Sub-Total	TOTAL				
	Male	Female		Male	Female		Male	%	Female	%	
CSC RO I	32,442	49,824	82,266	8,227	5,382	13,609	40,669	5.05%	55,206	5.44%	
CSC RO II	27,062	36,931	63,993	2,066	1,060	3,126	29,128	3.62%	37,991	3.74%	
CSC RO III	56,496	82,322	138,818	9,621	7,585	17,206	66,117	8.21%	89,907	8.85%	
CSC RO IV	77,394	119,886	197,280	8,787	6,031	14,818	86,181	10.70%	125,917	12.40%	
CSC RO V	37,331	58,536	95,867	4,323	2,750	7,073	41,654	5.17%	61,286	6.04%	
CSC RO VI	43,586	75,076	118,662	5,187	3,961	9,148	48,773	6.06%	79,037	7.78%	
CSC RO VII	47,322	53,627	100,949	8,167	2,355	10,522	55,489	6.89%	55,982	5.51%	
CSC RO VIII	36,034	53,011	89,045	3,922	2,375	6,297	39,956	4.96%	55,386	5.45%	
CSC RO IX	34,183	31,730	65,913	3,702	2,724	6,426	37,885	4.71%	34,454	3.39%	
CSC RO X	38,468	46,831	85,299	5,947	4,569	10,516	44,415	5.52%	51,400	5.06%	
CSC RO XI	30,436	41,284	71,720	4,206	2,500	6,706	34,642	4.30%	43,784	4.31%	
CSC RO XII	26,937	49,552	76,489	3,295	2,774	6,069	30,232	3.76%	52,326	5.15%	
CSC NCR	163,086	188,233	351,319	21,698	19,915	41,613	184,784	22.95%	208,148	20.50%	
CSC CAR	16,239	21,376	37,615	2,110	1,252	3,362	18,349	2.28%	22,628	2.23%	
CSC CARAGA	29,822	32,203	62,025	3,351	2,748	6,099	33,173	4.12%	34,951	3.44%	
CSC for BARMM	11,141	6,174	17,315	2,480	812	3,292	13,621	1.69%	6,986	0.69%	
<b>Total per Region</b>	<b>707,979</b>	<b>946,596</b>	<b>1,654,575</b>	<b>97,098</b>	<b>68,793</b>	<b>165,882</b>	<b>805,068</b>		<b>1,015,389</b>		
<b>GRAND TOTAL</b>											<b>1,820,457</b>
<b>% per Region</b>	<b>42.79%</b>	<b>57.21%</b>		<b>58.53%</b>	<b>41.47%</b>		<b>44.22%</b>		<b>55.78%</b>		



2022
Male - 805,068 (44.22%)
Female - 1,015,389 (55.78%)
<b>Total: 1,820,457</b>



## Well-Managed Stewardship of Financial Resources

Every year, the CSC crafts and submits its budget for inclusion in the National Budget, which is basically the government's plan for income and expenses for the coming year. The budget of the CSC is prepared by determining the budgetary levels, identifying fund sources that may be tapped (e.g., revenues and borrowings), and formulating its priorities, targets, projections, and partnerships.

For the year 2022, the CSC, through its Office for Financial and Assets Management, was able to comply with the following requirements and deadlines regarding its budget and other office resource-related projects:

- Completion of quarterly Budget Utilization Report at 100% issued to CSC Central Offices;
- Timely submission of quarterly Budget and Financial Accountability Report (BFARs) to the Commission on Audit (COA) and Department of Budget and Management (DBM) before the 30th after the end of each quarter;
- Submission of Budget Execution Documents (BEDs) to DBM before 30 November 2022;
- Completion of two proposals on the Allocation of Savings for the grant of benefits based on the Constitutional Commissions' Fiscal Autonomy Group (CFAG) Resolution No. 105, s. 2019 dated 7 November 2019;
- Submission of Annual Consolidated Financial Reports to COA for the prior years on 13 May 2022 before the 31 May 2022 deadline;
- Completion of Welfare Fund Annual Financial Report on 2 May 2022 before the 31 December 2022 deadline;
- Submission of monthly and quarterly financial reports to COA before set deadline;
- Completion of CY 2023 Indicative Annual Procurement Plan (APP) for Non-Common Used Supplies and Equipment posted on 20 September 2022 in the Transparency Seal of the CSC website;
- Completion of the CY 2022 Consolidated Annual Procurement Plan (APP) for Common Used Supplies and Equipment submitted to PS-DBM on 29 September 2022;

## Management of Fiscal Resources

Memorandum Circular No. 2022-1 dated 24 March 2022 entitled, "Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 under Executive Order No. 80 s. 2012 and Executive Order No. 201 s. 2016" issued by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System requires adherence to the national budgeting system, submission of Budget Utilization Reports, and the timely accomplishment of Budget and Financial Accountability Reports.

Government budgeting involves four (4) distinct phases that make up the Budget Cycle: preparation, legislation, execution, and accountability. While the Executive Branch implements the budget for the current year, it also plans and prepares the budget for the succeeding year and ensures that goals are met by monitoring, evaluating, and reporting actual performance year-round.

- Consolidation of the Annual Report on the Physical Count of Property, Plant, and Equipment submitted to COA on 28 January 2022 before the 31 January deadline;
- 99.97% of transport vehicle requests served within agreed timelines with 90% very satisfactory rating from clients served;
- 99.5% of airconditioning units are operational and have undergone preventive maintenance with 90% very satisfactory rating from CO offices; and
- Completion of Commission-approved projects within schedule as validated by the inspection and acceptance committee such as the (1) construction/renovation of the offices of the assistant commissioners, (2) conduct of the 2022 Disaster Risk Reduction Management Course/Training for Public Sector, and (3) procurement of security and janitorial services.

## CSC NCR inaugurates new records building

The CSC National Capital Region (CSC NCR) started the year by literally opening the doors of its newly completed and centralized records building in the CSC NCR in Kaliraya St. Quezon City. The building was inaugurated on 7 January 2022.

CSC NCR partnered with the Department of Public Works and Highways for the building construction. The preparation for the architectural design started in 2016. Since the CSC NCR has minimal experience in doing public bidding for infrastructures, the DPWH facilitated the process on its behalf. Actual construction of the building started in 2018 and was expected to be completed by 2020. However, due to the COVID-19 pandemic, the building was completed and inaugurated in 2022.



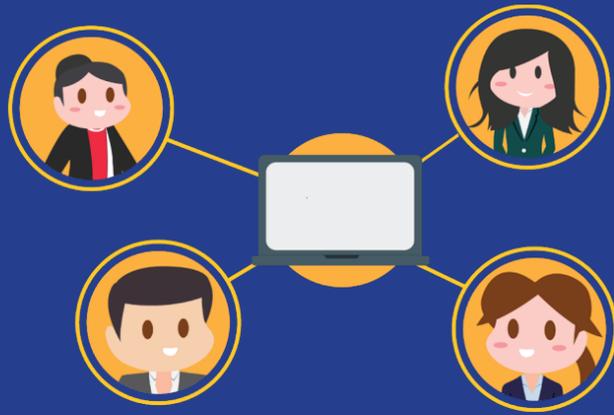
Blessing of the new CSC NCR Records Building



CSC NCR Director IV Judith A. Dongallo-Chicano (3rd from left) was joined by Acting Assistant Commissioners Karin Litz P. Zerna (2nd from left) and Victoria F. Esber (3rd from right); Civil Service Institute Director IV Fernando M. Porio (leftmost); CSC Regional Office IV Director IV Maria Leticia G. Reyna (center); Director III Maricar T. Aquino (2nd from right) and Examination, Recruitment, and Placement Office Director IV Prisco A. Rivera Jr. (rightmost).

# **PART III:**

## **STAKEHOLDER ENGAGEMENT AND SOCIAL RESPONSIBILITY**



## Cultivated Partnership with Local and International Institutions

### 122<sup>nd</sup> Philippine Civil Service Anniversary

Presidential Proclamation No. 1050, series of 1997, declares the month of September as the Civil Service Month in observance of the establishment of the Philippine Civil Service by virtue of Public Law No. 5 (An Act for the Establishment and Maintenance of an Efficient and Honest Civil Service in the Philippine Islands) on 19 September 1900.

The Civil Service Commission (CSC) is the lead agency in conducting the Philippine Civil Service Anniversary (PCSA).

On 5 July 2022, CSC promulgated Resolution No. 2200253 which approved the 122<sup>nd</sup> PCSA Calendar of Activities and the 2022 PCSA Communication Plan to support the promotion and marketing of the PCSA theme, activities, and advocacies.

In 2021, the CSC has approved a 10-year overarching theme, *Transforming Public Service in the Next Decade: Honing Agile and Future-Ready Servant Heroes*. The theme reflects the collective experience of government workforce in the new normal, and in pushing for digital transformation and innovations to uphold public service excellence and continuity.

### CSC holds discussion on resilience to launch 122<sup>nd</sup> PCSA

The CSC held the virtual launch of the 122<sup>nd</sup> PCSA celebration on 8 August 2022 with CSC Chairperson Karlo Nograles leading a panel of experts from the Department of Budget and Management (DBM), National Economic and Development Authority (NEDA), Development Academy of the Philippines (DAP), as well as an international scholar from the Australia Alumni Communities PH—considered as pioneers in future-proofing organizations and building resilience.

In 2022, the thematic focus of the PCSA was on resilience, which is part of building smart organizations and a future-ready civil service. Resilience has been shown by the civil service during the pandemic in its readiness to accept challenges and ability to give continued assistance to the public.

The virtual launch was broadcasted live on the CSC’s official Facebook Page at [www.facebook.com/civilservicegovph](http://www.facebook.com/civilservicegovph).

CSC Chairperson Nograles presented insights on *Building Resilience in the Civil Service through Changing the Way We Work* highlighting the implementation of the Flexible Work Arrangements (FWA) in the Government, a landmark policy that aims to provide adaptable and responsive work schemes for government officials and employees to manage any current or emergent situations caused either by natural and man-made calamities or any other situation that may affect the delivery of public services.

DBM Undersecretary Goddess Hope Libiran of the Internal Audit Service, Media Affairs and Community Relations Office allayed fears of mass layoff with her presentation on the National Government Rightsizing Program (NGRP).

NGRP is a reform initiative that primarily aims to achieve simplicity, economy, and efficiency in the bureaucracy starting with the right number of right people in agencies,

working on the right things. This is a way to realize enhanced institutional capacity, simplicity, economy, and efficiency in the bureaucracy. The program will help save time and resources, strengthen sectors that need more assistance, and streamline the bureaucracy.

Meanwhile, NEDA Undersecretary Rosemarie Edillon of the Policy and Planning Group provided updates on *Achieving the Updated Philippine Development Plan 2017-2022*. She presented NEDA’s learnings from the COVID-19 pandemic starting with the need to cement the vision that embodies the aspirations of current and future generations of Filipinos, embraced by a leader with a strong political will, who is able to lead the country through radical but necessary reforms, enabled by an equally forward-looking legislature policies and programs effected by competent managers, and delivered, in full, by an empathetic civil service, reinforcing the mandate of government to continue the course.

DAP President and CEO, Atty. Engelbert Caronan Jr. presented the topic, *Learning and Development Initiatives for Resiliency in Governance*, wherein he reiterated that to survive and thrive in volatile, uncertain, complex, and ambiguous (VUCA) setting, organizations must restructure into decentralized and emergent types that support growth thinking led by talents contributing to creativity and value creation.

In terms of structure, organizations that tend to survive the VUCA environment are those decentralized, emergent, and informal structures. These organizations are complex. Not only by the number of people involved, but the connections involved. It is dynamic, it is continually evolving, and it always highlights people with influence.

Finally is Governance Community of Practice Australia Alumni Communities Philippines Community Convenor Charles Anthony Vega highlighting the Government’s Role to Ensure Community Resilience. According to him, the Community of Practice supported by the government tends to create a positive impact by changing the narrative of governance in the Philippines, and reimagining public service delivery, making good governance possible. In the end, focusing on the community will change the negative narrative of feedback on government service and create trust between the people and the government.



**122<sup>nd</sup> PHILIPPINE CIVIL SERVICE ANNIVERSARY**

CSC Chairperson  
Atty. KARLO A. B. NOGRALES

CSC Commissioner  
Atty. AILEEN LOURDES A. LIZADA

CSC Commissioner  
Atty. RYAN ALVIN R. ACOSTA

**HAPPY 122ND CIVIL SERVICE ANNIVERSARY TO THE 1.8 MILLION WORKFORCE OF THE PHILIPPINE GOVERNMENT!**

## 122nd PCSA Activities

The events and activities for the annual PCSA were organized thematically across four (4) weeks: *Linggo ng Lingkod Bayani*, *Linggo ng Yamang Tao*, *Linggo ng Malasakit*, and *Linggo ng Pasasalamat*, which guided the conduct of the anniversary nationwide. This guided CSC Regional and Field Offices in planning and conducting parallel activities in the regions, and government agencies in crafting their respective PCSA calendars.

### WEEK 1: LINGGO NG LINGKOD BAYANI

The CSC launched various activities and media events to introduce the anniversary celebration to the public and enjoy the participation of government agencies.



### 122nd PCSA Photo Contest: Transforming Public Servants Toward Resiliency

From the deadline initially set on 29 July, the submission of entries for the 122nd PCSA Photo Contest was extended to 7 August 2022. A virtual announcement of the winners was published on the CSC's official Facebook and YouTube pages.

In the Individual Category, which was open to all government employees regardless of employment status, getting the third spot was Vidal Jun S. Riva of Limay National High School (Region III), with his photo entitled, *A Passion, Not Just a Profession*, which won him PHP10,000. In second place was Ian Jake N. Galorio of Montevista National High School (Region XI), with his photo, *Through the Lens of an Untech-Savvy Teacher on the Quest for Quality Education Amidst Pandemic*. Galorio got PHP15,000. Bagging first place and PHP20,000 was Jefferson T. Delmo of Technical Education and Skills Development Authority-Region IX with his photo, *Resilient as a Nation*.

In the Group Category, which was open to all public sector employee organizations (PSEOs) registered with the CSC and Bureau of Labor Relations, third place and a PHP20,000 cash prize went to Tagaytay Treatment and Rehabilitation Center Employees Association (Region IV) with their photo entitled *We Rise as One*. Getting the second spot was the LGU Association of Cabagan Employees from Isabela (Region II) with their photo, *Laging Handa at Nagkakaisang Cabagueño*, which won them PHP25,000. First placer was the Villanueva Municipal Government Employees Association from Misamis Oriental (Region X), with their photo, *Library*. They received PHP30,000.

A total of 488 entries were received in the Individual Category. This year marks the first time the CSC opened the contest to public sector employee organizations (PSEO) as a way of engaging them in CSC activities, thus the Group Category. A total of 24 entries were received from PSEOs.

From the 488 entries in the Individual Category, 48 photos were declared regional winners, three winners each from every region, which then vied for national level honors. Entries in the Group Category all proceeded to national level judging.

The panel of judges included Atty. Raymond Fortun of Fortun & Santos Law Offices, as Chairperson of the Board of Judges; Dr. Rene R. Escalante, Chairperson of the National Commission for Culture and the Arts; and Mr. Pablo N. Beltran, President of the Federation of Philippine Photographers Foundation, Inc.

Criteria for Judging comprised content and adherence to theme with a weight of 30%, visual impact (including color and lighting) with 25%, creativity and originality with 25%, and photograph quality, 20%.



*Resilient as a Nation*, Jefferson T. Delmo of Technical Education and Skills Development Authority-Region IX



*Library*, Villanueva Municipal Government Employees Association from Misamis Oriental-Region X

## Zumbayani

The CSC kicked off the month-long anniversary with an online *Zumbayani* on 1 September. Proceeds of the activity went to the *Pamanang Lingkod Bayani* (PLBi) program, a special project honoring civil servants who died in the line of duty.

Upon registration to the *Zumbayani*, each participant was given a voucher with codes to selected films from the Film Development Council of the Philippines which can be accessed on its website: <https://fdcpchannel.ph>.

A total of 7,075 participants joined the activity which aimed to generate funds for the PLBi, a program for the families of fellow government employees who lost their lives in the service of the Filipino people. Through the program, the families of qualified nominees are provided with one-time financial assistance, as well as scholarship opportunities in partnership with the Philippine Association of State Universities and Colleges.

**Table 28. Participants of the Zumbayani, per regional registration**

Regional Office	Number of Participants
CSC Regional Office I	364
CSC Regional Office II	426
CSC Regional Office III	429
CSC Regional Office IV	2,399
CSC Regional Office V	324
CSC Regional Office VI	70
CSC Regional Office VII	399
CSC Regional Office VIII	466
CSC Regional Office IX	24
CSC Regional Office X	5
CSC Regional Office XI	124
CSC Regional Office XII	109
CSC NCR	793
CSC CAR	679
CCSC ARAGA	51
CSC for BARMM	413
<b>TOTAL</b>	<b>7,075</b>



Employees from the CSC's Central Office participate in the Online Zumbayani held last 1 September to kick off the 123rd PCSA.

## CSC signs partnership with SM

The CSC signed a partnership with SM Supermalls on 26 August 2022 at The Block Atrium of SM North EDSA. CSC Chairperson Nograles and SM President Steven Tan led the Memorandum of Agreement signing.

For 2022, 70 SM Stores nationwide held the Civil Service Day Sale from 23-25 September, offering PHP300 off for a minimum of PHP3,000 single-receipt purchase upon presentation of SMAC and government employee ID. Discount is valid for both in-store and personal shopper transactions. The CSC initially partnered with the SM Retail Group in 2011 and for more than a decade, continued the collaboration, this time, with SM Supermalls, which began in 2021.



CSC Chairperson Karlo A. B. Nograles and SM Supermalls President Steven Tan during the signing of the Memorandum of Agreement.



## Special Treats for Government Workers

For the whole month of September, government workers were offered special treats with partner institutions of the CSC. There were 132 stores and establishments that provided government workers with special discounts on various goods, food items, health and medical supplies, and services, resort, leisure or accommodation facilities, to name a few.

For instance, Star City's Star Pass were provided for a discounted price of PHP400. The treat was even extended to a maximum of three family members of government employees.

For a day of pampering, Dermcare offered 50% discount on diamond power peel, 30% discount on other regular priced services, and 10% discount on product sets. While RCC Amazing Touch encouraged government workers to avail 20% off on RCC wart, syringoma, skintags services; buy 2, get 1 free for all amazing touch products; and 30% off on RCC mole removal services.

It is also significant to note the participation of the Department of Transportation. It offered free rides for government workers on 19 September through Metro Rail Transport, Light Rail Transport and Philippine National Railways. Moreover, the Department of Tourism (DOT) collaborated with some DOT accredited hotels and resort facilities, and provided discounts to those who booked and stayed in their facilities during the month of September.

Here are the full list of partners that offered special treats for the 122<sup>nd</sup> PCSA:

The Civil Service Commission acknowledges the following partners for offering special treats to government workers in line with the celebration of the 122<sup>nd</sup> Philippine Civil Service Anniversary



## WEEK 2: LINGGO NG PAGLILINANG NG YAMANG TAO

Emphasis was given to learning and development or HR-related events to enhance the knowledge and skills of HR practitioners and government workers.



## 2022 Public Sector Human Resource Symposium



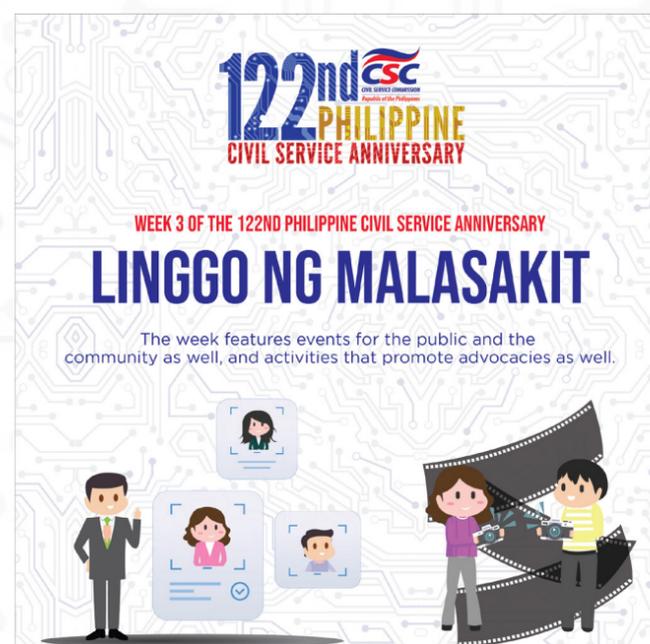
2022 Public Sector Human Resource Symposium  
Building Resilient Organizations:  
Honing Agile and Future-Ready Leaders and HR Practitioners  
14-16 September 2022 via virtual platform

Now on its ninth run, the Public Sector Human Resource Symposium was the biggest gathering of HR practitioners in the public sector. It was held from 14 to 16 September 2022. Themed, *Building Resilient Organizations: Honing Agile and Future-Ready Leaders and HR Practitioners*, the symposium focused on the strategic role of government leaders and HR practitioners in building resilient organizations as well as in developing resilient human capital. Resilience is especially important with the need to overcome challenges caused by the COVID-19 pandemic and adapt to emerging technologies.

The HR Symposium highlighted the characteristics of resilient organizations, tools and best practices in building resilient organizations which were shared in the plenary and concurrent sessions by international and local speakers. The learnings and insights from the sessions aimed to ensure public service excellence and continuity despite disruptions.

## WEEK 3: LINGGO NG MALASAKIT

Events for the public and the community, and activities that promote advocacies are featured on the third week of September.



## Government Online Career Fair (GOCF)

Providing career opportunities amid the pandemic, the CSC, in partnership with online job search portal, JobStreet offered 3,500 job vacancies from 131 government agencies at the GOCF held from 19 to 23 September 2022.

The available jobs in the online job fair were guidance counselors, administrative aides and officers, revenue officers, engineers, midwives, planning officers, project development officers, nurses, instructors, accountants/auditors, executive assistants, information technology officers, among others.

In order to apply for a position, jobseeker must have an account with JobStreet.com. If the jobseeker has no account, they must create one by accessing the 2022 GOCF Microsite at <http://jobstreet.com.ph/GOCF>.

Once registered, the jobseeker may already access the GOCF microsite, where the Virtual Hirer's Booth of participating government agencies may be found. Each Virtual Hirer's Booth contains the available jobs in the agency and has a chat facility to give jobseekers quick access to ask questions or be interviewed on the spot.



## WEEK 4: LINGGO NG PASASALAMAT

The final week of the 122<sup>nd</sup> PCSA was dedicated to express gratitude and recognize the valuable support of civil servants and stakeholders.



## Contact Center ng Bayan (CCB): Isang Dekada ng Paglilingkod Virtual Summit

The CSC CCB celebrated its 10th anniversary on 27 September 2022 with a virtual summit, where it bared its accomplishments as one of the Philippine government's main feedback facilities.

The event, dubbed *CCB: Isang Dekada ng Paglilingkod Virtual Summit*, highlighted the facility's decade-long service as the Filipino citizen's direct line in providing feedback on the efficiency of government service delivery.

Part of the summit was the recognition of top 20 agencies with the highest resolution rate for complaints for the past decade. Leading the pack was the Department of Public Works and Highways with a resolution rate of 98.99% (1,171 resolved out of 1,183 complaints); followed by the Metropolitan Manila Development Authority with 98.55%; Philippine Overseas Employment Administration, 98.32%; Department of Labor and Employment, 97.82%; and Department of Foreign Affairs, 97.35%.

The virtual summit also featured President Ferdinand R. Marcos Jr. and Vice President Sara Z. Duterte with their messages for the PCSA and the CCB's anniversary.





CSC Chairperson Karlo A. B. Nograles led the opening of the CCB: Isang Dekada ng Paglilingkod Virtual Summit held last 27 September. With him are (from R-L) Assistant Commissioner Ariel G. Ronquillo, Director IV Maria Luisa Salonga-Agamata, Commissioner Ryan Alvin R. Acosta, and Acting Assistant Commissioners Karin Litz P. Zerna and Victoria F. Esber

Aside from the virtual summit, an exhibit was also mounted at the CSC Central Office lobby to show the decade's milestones for the facility, from its creation, operations, and future plans. CSC officials led by CSC Chairperson Karlo A. B. Nograles, Commissioner Aileen Lourdes A. Lizada (attending virtually), and Commissioner Ryan Alvin R. Acosta graced the exhibit opening.

Government agencies also conducted simultaneous watch parties nationwide and sent their photos to the CSC in solidarity with the celebration. The CCB: *Isang Dekada ng Paglilingkod* commemorative coffee table book was also soft-launched during the opening of the exhibit. Scan the code to get a digital copy of the book:



CSC officials grace the onsite exhibit of the CCB at the lobby of the CSC Central Office.

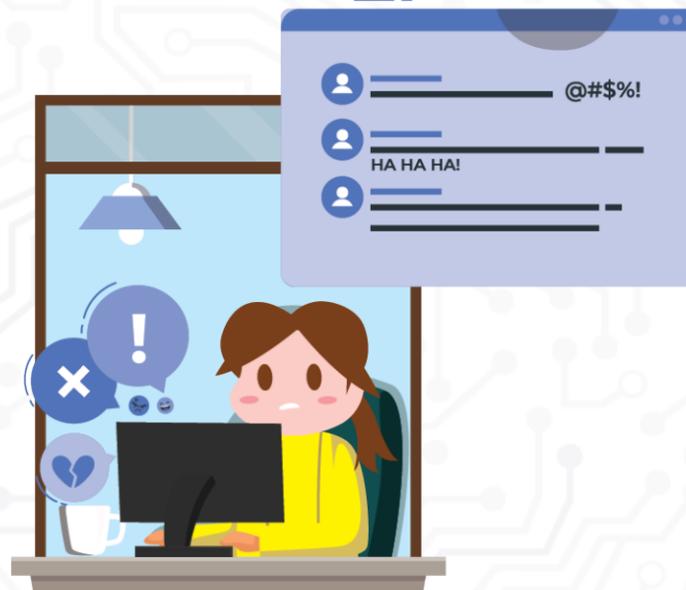
### Appreciation Program for Government Frontliners and Workers

The virtual appreciation program was held in honor of government frontliners and their priceless contributions in mitigating the effects of the COVID-19 pandemic as well as other crises experienced since last year. CSC Chairperson Karlo Nograles and Commissioner Aileen Lourdes Lizada led the special program.

The first part of the program is a video montage highlighting the recovery and success stories from different sectors and regions and the second part is a serenade rendered by the winning talents of last year's song writing competition, and other vocal talents from various government agencies.



### Safe spaces: CSC reminds gov't employees on stricter sexual harassment policy



The Civil Service Commission (CSC) urged government employees to be vigilant about their behavior as it reminded them of the stricter rules governing sexual harassment.

The CSC said that sexual harassment covers not only physical or verbal acts but also those done using technology. This may include unwanted sexual misogynistic, transphobic, homophobic, and sexist remarks and comments, committed whether publicly or through direct and private messages; invasion of victim's privacy through cyberstalking and incessant messaging; uploading and sharing without the victim's consent any form of media that contains photos, voice, or video with sexual content; and any unauthorized recording and sharing of any of the victim's photos, videos, or any information online.

This is according to CSC Resolution No. 2100064 dated 20 January 2021, circularized via Memorandum Circular No. 11, s. 2021, in which the CSC amended certain provisions in the 2017 Rules on Administrative Cases in the Civil Service (RACCS), specifically those pertaining to the administrative proceedings for sexual harassment complaints where the offender is a government employee.

The changes in the 2017 RACCS were made to further deter sexual harassment in the public sector, as well as to harmonize said rules with Republic Act No. 11313 or the Safe Spaces Act and its Implementing Rules and Regulations.



## 18-Day Campaign to End Violence Against Women

The CSC joined the observance of the 18-Day Campaign to End Violence Against Women (VAW) from 25 November to 12 December 2022.

The campaign is an annual observance meant to raise awareness and ignite action for protecting the human rights of women and girls against all forms of gender-based violence.

The Philippine Commission on Women (PCW) has set a new campaign theme, *UNITEd for a VAW-free Philippines*. This theme aims to highlight the powerful impact of combining individual efforts toward a collaborative and united thrust toward a VAW-free Philippines. It is aligned with United Nations' global campaign, UNiTE by 2030 to End Violence against Women campaign, which is a multi-year effort aimed at preventing and eliminating violence against women and girls worldwide. It "calls on governments, civil society, women's organizations, young people, the private sector, the media, and the entire UN system to join forces in addressing the global pandemic of violence against women and girls."



CSC Commissioner Aileen Lourdes A. Lizada during one of the Commission's engagements in observance of the 18-Day Campaign to End Violence Against Women.

**CSC REMINDS GOV'T EMPLOYEES ON STRICTER SEXUAL HARASSMENT POLICY**

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

The 1st Quarter Issue of the Civil Service Reporter magazine is now available!

**RECOGNIZING WOMEN'S WORK IN THE CIVIL SERVICE**

Read or download from the CSC website: [www.csc.gov.ph](http://www.csc.gov.ph)



**CSC HOSTS PINASLAKAS EVENT GOV'T WORKERS URGED TO GET BOOSTER SHOTS**

The Civil Service Commission recently hosted the Department of Health's "Sa Boosters: PINASLAKAS" event, which aims to further improve the COVID-19 booster coverage rates in the country. The CSC's hosting was a move to show civil servants leading the way in getting COVID-19 booster shots.

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[/cscphmedia](https://www.youtube.com/channel/UCscphmedia)
[csc.gov.ph](https://www.csc.gov.ph)

in moving our 1.8 million civil servants to action. Rest assured that we will continue to encourage government agencies and instrumentalities to urge their officials and employees to get boosted as soon as they can," he said.

## CSC hosts PinasLakas event, gov't workers urged to get booster shots

The Civil Service Commission (CSC) hosted on 5 October the Department of Health's (DOH) "Sa Boosters, PinasLakas" event, which aims to further improve the COVID-19 booster coverage rates in the country.

The event, held at the CSC Central Office in Quezon City, featured a ceremonial vaccination of CSC employees as well as Department of the Interior and Local Government Assistant Secretary Elizabeth M. Lopez-de Leon. The vaccines were administered by DOH Undersecretary Dr. Nestor F. Santiago Jr. with medical personnel from CSC and the Quezon City government.

Present during the event was CSC Commissioner Ryan Alvin R. Acosta, who said, "The CSC has, in fact, made it its mission to make *lingkod bayanis* [sic] out of every *lingkod bayan*. But even heroes bleed and get sick, and are most vulnerable when faced with an unseen and imperceptible adversary. *Samakatuwid, hindi tayo dapat pakampante pagdating sa ating sarili at kalusugan dahil inaasahan tayo ng taumbayan at madaming bagay ang nakasalalay sa atin*. Instead, we should grab every available chance to get boosted."

Commissioner Acosta also thanked government employees who expressed willingness to receive the booster vaccine during the event. "*Maganda ring mensahe ang ating naipaparing sa ating mga kapwa lingkod bayan sa pagsali rito, dahil hinihikayat natin sila na makibahagi sa proyekto ng pamahalaan upang panatilihin ang magandang kalusugan ng bawat Pilipino.*"

The CSC's hosting is a move to show civil servants leading the way in getting COVID-19 booster shots.

Other government officials who were present during the event include Acting Assistant Commissioner Karin Litz P. Zerna, CSC; Director II Martin T. Jequinto, Department of Labor and Employment Quezon City Field Office; Regional Director Gloria J. Balboa, DOH-Metro Manila Center for Health Development; Dr. Malou Eleria, Action Officer for Vaccination and Chief, Special Services Division, Quezon City Health Department; and Mr. Edward Gonzales, Metropolitan Manila Development Authority Vaccination Team.

Joining the program virtually, CSC Chairperson Karlo A. B. Nograles expressed CSC's support to the DOH's *PinasLakas* campaign as the nation continues to strengthen its immunity wall. "As the country's premier human resource institution, the HR agency for the entire bureaucracy, the CSC acknowledges our importance

**Civil Service Commission** joins the observance of the **18-Day Campaign to End Violence Against Women** November 25 to December 12, 2022

**UNITEd for a VAW-FREE PHILIPPINES**

#VAWFREEPH

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CSC Commissioner Ryan Alvin R. Acosta delivers the Commission's message of support for the PinasLakas event.



CSC Commissioner Acosta during the PinasLakas event.

### Issuances

The CSC has supported the government's National Vaccination Deployment Program through several issuances promoting COVID-19 vaccination among government employees.

In its Memorandum Circular No. 7, s. 2022, the CSC encourages government agencies and instrumentalities, including local government units, to adopt strategies and incentives to encourage their officials and employees to comply with the COVID-19 vaccination.

It also issued Memorandum Circular No. 16, s. 2021, which allows government employees to file for "excused absence" for absences from work incurred during the day of inoculation of the first and second doses of COVID-19 vaccine, including future booster shots; and those incurred due to the required treatment/recuperation period from any adverse event following the first and second doses of COVID-19 vaccine, including future booster shots.

Also release were several advisories reminding government workers who wish to accompany their children for COVID-19 vaccination or booster shot, that they may file for special leave privilege. Said type of leave granted under Section 21, Rule XVI of the Omnibus Rules on Leave, may be availed of for parental obligations or medical needs where a child of the government employee is involved. Government employees are granted three (3) days of special leave privilege, which is non-cumulative (unused credits cannot be carried over to the succeeding year) and non-commutable.

## CSC Regional Office VII gets COVID-19 booster shots

In support of CSC Memorandum Circular 16, s. 2021 which stressed that COVID-19 vaccination is considered as one of the major strategies to complement the existing measures and practices to mitigate the spread and reduce morbidity and mortality due to COVID-19, the CSC Regional Office VII management encouraged its personnel to continue with the booster shots to strengthen one's immunity against the virus.

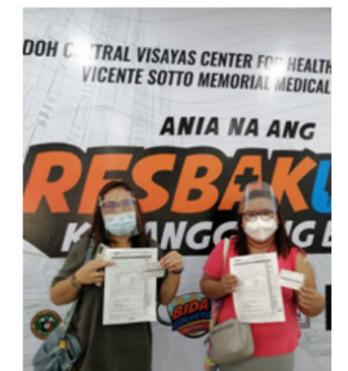
The regional office followed the Inter-agency Task Force and DOH guidelines to help contain and prevent the spread of the virus. Personal safety practices like wearing of face masks, face shields, physical distancing, hand washing, hand hygiene, and disinfection of workstation surfaces were strictly implemented. Apart from these activities, alternative work arrangements and immunization were also employed as necessary measures.



Officials and employees of CSC RO VII receive COVID-19 booster shots during the inoculation drive.

CSC RO VII collaborated with the DOH for the vaccination of employees, especially those with comorbidities. Through the initiative, 81 employees were inoculated with booster shots.

The immunization efforts of CSC RO VII resulted in zero incidence and casualties. Fully vaccinated employees deliver the message that the safety and well-being of the CSC's clients in the region is its top priority. Further, it strongly aligns with the public service continuity implemented in government regardless of disruptions.



## CSC starts “green revolution”, urges other government offices to do the same

The Civil Service Commission (CSC), in partnership with the University of the Philippines Los Baños (UPLB), conducted a tree planting activity on 29 November, the eve of Bonifacio Day, at the CSC Central Office in Batasan Hills, Quezon City.

CSC Chairperson Karlo Nograles led the activity with UPLB Vice Chancellor for Community Affairs Roberto P. Cereno, MM. Joining the two officials were CSC Commissioners Aileen Lourdes A. Lizada and Ryan Alvin R. Acosta, UPLB Assistant to the Vice Chancellor for Community Affairs Dr. Benevieve D. Villanueva, and other CSC and university officials.

Planted on the site were bignay, lipote, and catmon seedlings, all donated by UPLB. Chairperson Karlo Nograles noted that it is CSC’s way of commemorating the heroism of Andres Bonifacio, the Father of Philippine Revolution, and a Supreme Leader of the Katipunan.

*“Bilang pagkilala sa iniwang legacy o pamana sa atin ni Andres Bonifacio, nagsagawa tayo ng tree planting activity na isang paraan upang maipamalas ang ating pagmamahal sa bayan sa pamamagitan ng pangangalaga ng ating likas-yaman,”* Chairperson Nograles said.

He added, *“Sa harap ng kabi-kabilang sakuna na nagpapahirap sa ating mga kababayan, isang ‘green revolution’ ang uri ng rebolusyong hinihingi sa makabagong panahon. Hinihimok ko ang iba pang mga ahensya ng pamahalaan na samahan kami sa proyektong ito at magsagawa rin ng kani-kanilang tree planting activities.”*



CSC Chairperson Karlo A. B. Nograles plows soil as he champions the “green revolution” in the CSC Central Office grounds.



CSC Commissioner Aileen Lourdes A. Lizada flexes her green thumb as she participates in the initiative.



(From L to R) CSC Commissioners Aileen Lourdes A. Lizada and Ryan Alvin R. Acosta in discussion with UPLB Vice Chancellor for Community Affairs Roberto P. Cereno.



110 CSC officials with representatives from UPLB lead the tree planting initiative.



## Cultivated Partnership with International Organizations

The CSC has remained consistent in underscoring the need to invest on a high-performing, competent, and credible human resources as key to making smart ASEAN cities, vibrant, prosperous, and resilient both now and in the future.

The civil service is key in building upon and deepening the ASEAN integration process leading to the realization of a rules-based, people-oriented, people-centered ASEAN Community, where people of the region enjoy human rights and fundamental freedoms, higher quality of life and the benefits of community building, reinforce our sense of togetherness and common identity, guided by the purposes and principles of the ASEAN Charter.

## Asean Cooperation on Civil Service Matters (ACCSM)

ACCSM Meetings and side events

For the first time since the COVID-19 pandemic, the ASEAN Cooperation on Civil Matters (ACCSM) Meetings were held face-to-face in Hanoi, Vietnam on 3-5 August 2022. CSC Chairperson Karlo A. B. Nograles led the Philippine Delegation to the following meetings and side events conducted by Vietnam, the chair of the 21st ACCSM:

Meetings

1. Senior Officials Meeting for the 21st ACCSM
2. Heads of Civil Service Meeting for the 21st ACCSM
3. Senior Officials Meeting for the 6th ASEAN Plus Three Cooperation on Civil Service Matters (6th ACCSM+3)
4. Heads of Civil Service Meeting for the 6th ACCSM+3

The Meetings noted the action plan to implement the ASEAN Declaration on Fostering the Civil Service’s Adaptability to New Challenges. It also supported the utilization of the ACCSM Framework on Strategic Partnerships and welcomed opportunities to broaden and deepen ACCSM’s partnerships with ASEAN Dialogue Partners and other stakeholders on areas of mutual interest to support the intended outcome of the ACCSM Work Plan 2021-2025.

Side Events

1. Forum on Good Governance

The Forum is a platform for sharing and learning among ASEAN Member States and the Plus Three Countries—China, Japan, and Korea. It is a regular side event during the Heads of Civil Service Meetings.

2. Fourth Brownbag Discussion on Civil Service Modernization: Diversity and Inclusivity

The Civil Service Modernisation Brownbag Discussion Series is a follow-up to the Study Report on Civil Service Modernisation in ASEAN: Towards a Future-Ready Civil Service. The CSC participated virtually in the first three Brownbag Discussions, which focused on whole-of-government approach (4 March 2022), data governance and management (27 April 2022), and future-ready civil servants (1 July 2022). The Fourth Brownbag Discussion, which focused on diversity and inclusivity, was done in hybrid mode and CSC participated in both the face-to-face and the virtual modes.

## CSC participates in 13th Leaders in Governance Programme

Commissioner Aileen Lourdes A. Lizada participated in the 13th Leaders in Governance Programme in Singapore on 22-26 August 2022. The 5-day programme is organized by the Singapore Civil Service College and is a commitment in the ACCSM Work Plan 2021-2025.

Other activities attended by CSC were conducted virtually. These were related to the following topics:

- Gender Mainstreaming Strategic Framework
- Fourth Industrial Revolution in the Public Sector
- Civil Servant Planning Model
- Civil Service Recruitment and Selection
- Local Governance
- Women, Peace, and Security
- Public Service Delivery Improvement

## CSC chief addresses ministers of ASEAN civil service

CSC Chairperson Nograles addressed ministers and senior officials of civil service bodies of Association of Southeast Asian Nations (ASEAN) Plus Three Member States and international organizations in a conference held on 1 November, at the Sejong Convention Center Sejong, Republic of Korea.

The conference, dubbed 2022 ACCSM+3 International Conference on Human Resource Management in the Public Sector, also included as participants senior officials from Japan's Secretariat of the National Personnel Authority, King's College of London, the Australian Public Service Commission, Organisation for Economic Co-operation and Development, and the United Nations Development Programme.

In his message, Chairperson Nograles congratulated Minister KIM Seung Ho and the Ministry of Personnel Management of the Republic of Korea for successfully hosting the said conference. "This will surely serve as an avenue to gather and disseminate knowledge on recent advancements in emerging areas of human resource administration and reforms as well as HR innovations in managing global changes," he said.

He also noted the significance of ASEAN cooperation, especially in advancing personnel administration in the Philippines and the entire region, as the world starts to transition to the so-called "new normal" following the height of the COVID-19 pandemic.

"As we continue to face similar challenges, it is comforting to know that we are not alone in our struggle and that we have a network of people and organizations that can help us in our own efforts to find solutions. To be able to gather together with our counterparts in ASEAN as well as the Plus Three Countries and learn from each other's innovations and best practices is always a welcome experience," he said.



CSC Chairperson Karlo A. B. Nograles (leftmost) during the 21st ACCSM Heads of Civil Service Meeting with other ASEAN Member States.

## ACCSM

The CSC has continuously strengthened ties with its counterpart civil service agencies in the region through the ASEAN Cooperation on Civil Service Matters (ACCSM).

Its roots can be traced back to 1981 when the ASEAN Conference on Reforms in Civil Service was established and once every two years, civil service agencies gather for information exchange, mentoring, and partnering activities that aim to promote effective cooperation and mutual assistance in public sector capacity building among ASEAN Member States (AMS). But it was in 1989 that the civil service institutions of AMS saw the relevance of formalizing and elevating the network and system of mutual learning and information exchange, and, thus, established the ACCSM for a greater, more systematic, and more enduring cooperation among the civil service agencies.

Through ACCSM, cooperation took life beyond sharing information and experiences in the conference venue toward a more sustainable partnership before and after the conference. The connection among AMS became sustained, cohesive, and more regular.

The ACCSM led efforts toward the signing of a landmark declaration elevating the civil service as a "catalyst" in achieving the ASEAN's development goals. On the occasion of the 30th ASEAN Summit in April 2017 in Manila, Philippines, leaders of ASEAN's 10 Member States signed the ASEAN Declaration on the Role of the Civil Service as a Catalyst for Achieving the ASEAN Community Vision 2025.

The declaration recognizes "the significance of the civil service as the backbone of good governance in the region, and its critical mission not only in providing vital public services to the people of ASEAN, but also in driving national and social development."

The declaration also tasked the ACCSM to take the lead in realizing the goals to "raise the professional standards and capability of civil servants," "ensure that the civil services of ASEAN embrace good governance principles such as citizen-centricity and innovation", and "uphold and protect the welfare of civil servants in the region," among others is a commitment of the Republic of Korea in the ACCSM+3 Work Plan 2021-2025.



CSC Chairperson Karlo A. B. Nograles during the ACCSM+3 International Conference.



CSC Chairperson Karlo A. B. Nograles with the heads of Civil Service from ASEAN Member States +3 composed of Japan, Republic of Korea and China.

## CSC joins Eastern Regional Organization for Public Administration (EROPA)

On 18 July 2022, the EROPA Secretariat met with the new Civil Service Commission (CSC) Chairperson of the Philippines, Atty. Karlo A. B. Nograles. Secretary General Alex Brillantes Jr. presented an overview of the organization and the role of the CSC in the Executive Council of EROPA. The meeting also opened the discussions on the possible points of collaboration between the CSC and EROPA to include the partnership for sustainable development goals (SDGs), and linkage of CSC to other international organization. Through the meeting, CSC has expressed its continuous support and guidance to the EROPA and its Secretariat in the future endeavors of the organization.

## 67th EROPA Executive Council Meeting

On 13 September 2022, the 67th Executive Council Meeting was conducted to provide updates on the engagements of the organization for the whole year particularly, reports of the EROPA Centers and membership updates from the Secretary General.

## 2022 EROPA Conference

The Democratic Federal Republic of Nepal, through the Ministry of Federal Affairs and General Administration and the EROPA Secretariat, hosted the 2022 EROPA Conference on 14-15 September 2022 with the theme: "Governance and Public Administration in COVID-19 Pandemic: Learning, Innovations, and Reforms in Managing Global Changes". This was also the first hybrid EROPA Conference. The Conference invited more than 40 esteemed keynote and plenary speakers from 17 different countries. It has also provided an avenue for the presentation of more than one hundred research papers in 26 parallel panel sessions.

The 2022 EROPA Conference also recognized the outstanding research papers including in the parallel sessions. The awardees of this year's Carlos P. Ramos Award for Best Conference Paper are:

- Mr. Baburan Bhul (Nepal) – Reforming the Governance and Public Administration.
- Dr. Maria Lourdes G. Rebuilida and Prof. Matthew Manuelito S. Miranda (Philippines) – Enhancing Bureaucracy's Capacity for the UN SDGs Implementation, Monitoring, and Reporting: The Philippine Context".

## EROPA Meets with Chandler Academy of Governance in the Philippines for Public Sector Capability Development

On 20-23 September 2022, the EROPA team, led by Secretary General Brillantes, welcomed EROPA's partners from the Chandler Academy of Governance (CAG), Mr. Kenneth Sim and Ms. Audrey Chan, to discuss different points of collaboration for the two institutions and connect the CAG to select EROPA group members in the Philippines.

After several meetings with the Philippine Civil Service Commission, the Development Academy of the Philippines, and the Local Government Academy, the CAG was able to better view the local conditions and needs of various public agencies in the Philippines where the CAG can help in terms of providing capacity development and other technical assistance.

## 2022 HR Seminar of Chinese Academy of Personnel Science

EROPA, in collaboration with the Chinese Academy of Personnel Science (EROPA's Human Resource Development Center), and School of Public Administration and Policy, Renmin University of China, organized an event entitled "2022 HR International Seminar on Digitalization Enabling Human Resources Management and Development in Public Organizations". CSC Chairperson Nograles was one of the Keynote Speakers of the said event. In his keynote address, Chairperson Nograles emphasized the importance of digitalization especially in the new normal that the world has faced in the past two years.

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 Intramuros Administration  
 Land Bank of the Philippines  
 Maritime Industry Authority  
 National Archives of the Philippines  
 National Conciliation and Mediation Board  
 National Historical Commission of the Philippines  
 National Parks Development Committee  
 National Wages and Productivity Commission  
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Philippine Veterans Affairs Office  
Presidential Commission on Good Government  
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Food & Nutrition Research Institute  
Forest Products Research and Development Institute  
Industrial Technology Development Institute  
Metal Industry Research and Development Center  
Municipal Government of Pateros  
National Academy of Science and Technology  
National Nutrition Council  
National Research Council of the Philippines  
Philippine Council for Agriculture, Aquatic and Natural Resources  
Research and Development  
Philippine Council for Health Research and Development  
Philippine Council for Industry, Energy and Emerging Technology  
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Board of Investments  
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Credit Information Corporation  
Construction Industry Authority of the Philippines  
Construction Manpower Development Foundation  
Department of Energy  
Department of Tourism-CO & NCR  
Department of Trade and Industry-CO  
Department of Trade and Industry-NCR  
Development Bank of the Philippines  
Employees Compensation Commission  
Film Development Council of the Philippines  
Games and Amusement Board  
Governance Commission for GOCC (GCG)  
Home Development Mutual Fund  
Home Guaranty Corporation  
Housing and Urban Development Coordinating Council (HUDCC)  
Intellectual Property Office  
National Development Company  
National Home Mortgage Finance Corporation  
National Livelihood Development Corporation  
National Mapping and Resource Information Authority  
National Police Commission-CO  
Office of the Solicitor General  
Philippine Deposit Insurance Corporation  
Philippine Institute for Development Studies  
Philippine International Trading Corporation  
Philippine Merchant Marine Academy  
Philippine National Oil Company  
Philippine Racing Commission  
Philippine Reclamation Authority  
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Division of City Schools-Pasay City  
Foreign Service Institute

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Light Rail Transit Authority  
Philippine Economic Zone Authority  
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 Commission on the Filipino Language  
 Cooperative Development Authority  
 Council for the Welfare of Children  
 DBM - Procurement Service  
 Department of Budget and Management-CO  
 Department of Budget and Management-NCR  
 Department of Social Welfare and Development-NCR  
 Eulogio "Amang" Rodriguez Institute of Science & Technology  
 Movie and Television Review and Classification Board  
 National Anti-Poverty Commission  
 National Commission for Culture and the Arts  
 National Labor Relations Commission  
 National Printing Office  
 National Tobacco Administration  
 National Youth Commission  
 News and Information Bureau  
 Office of the President  
 Optical Media Board  
 Pasig River Rehabilitation Commission  
 Philippine Commission on Women  
 Polytechnic University of the Philippines  
 Presidential Broadcast Staff (RTVM)  
 Presidential Commission for the Urban Poor  
 National Privacy Commission  
 Presidential Communications Operations Office  
 Presidential Legislative Liaison Office  
 Presidential Management Staff  
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 National Kidney and Transplant Institute

National Security Council  
 National Water Resources Board  
 Office of the Government Corporate Counsel  
 Parole & Probation Administration-CO  
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 Philippine Heart Center  
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 Public Attorney's Office-CO & NCR  
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 Local Water Utilities Administration  
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 Philippine Center for Economic Development  
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