

## REGIONAL MEMORANDUM ORDER

NO. 001  
Series of 2014

**SUBJECT : AMENDED GUIDELINES ON  
PROGRAM ON AWARDS AND  
INCENTIVES FOR SERVICE  
EXCELLENCE (PRAISE)**

### **I. RATIONALE**

The Department of Social Welfare and Development as a national government agency adheres to the provision of the Civil Service Rules and Laws in terms of human resource planning and development, enjoining to adopt measures to promote morale, efficiency, integrity, responsiveness and courtesy in the civil service. This includes but not limited to the rewards and recognition of employees who demonstrated competence, efficiency and integrity and those who think with dynamism and dedication for the people, the organization and the country. A good reward program promotes fairness, energizes, directs and sustains positive behaviour and excellent performance towards achievement of goals, and retention of good employees.

The National Capital Region has 464 regular plantilla positions and varying numbers of Casual, Contractual and Contract of Service (COS/MOA) Workers which reached an average of 1,000 at any given time depending on the project requirements. This number of workforce contributes big part in the attainment of agency thrusts, programs and services in line to the agency's strategic goals and mandates.

Hence, the creation and implementation of the Regional Guidelines Number 2, Series of 2005 also known as the "Regional Guidelines on Program on Awards and Incentives for Service Excellence (PRAISE).

The Regional Guidelines Number 2, Series of 2005 has been in place and being religiously implemented in the Region, however there were observed decreasing participation of centers, residential care facilities and divisions in the field office for several years, as indicated by the low turnout of nominees which limits choices in the selection of best staff awardees. These can be attributed to lack of motivation from the staff due to unclear mechanisms and uninteresting awards and incentive packages.

Thus, to ensure an maximum participation of staff and offices and to effectively adapt and implement the "Program on Awards and Incentives for Service Excellence" (PRAISE) there is a need to enhance the existing Regional Guidelines No. 2, Series of 2005.

## **II. LEGAL BASES**

1. **CSC-MC No. 01 Series of 2001- Program On Awards and Incentives for Service Excellence (PRAISE).** The Civil Service Commission which is constitutionally mandated to adopt measures to promote morale, efficiency, integrity, responsiveness and courtesy in the civil service implements PRAISE, enjoins all department or agency to establish its own employee suggestions and incentive awards system which is then called as the Program on Awards and Incentives for Service Excellence (PRAISE).

Further, in number 6 and 7, it states that (6) PRAISE shall provide both monetary and non-monetary awards and incentives...and (7) to allocate at least 5% of the HRD Funds for the PRAISE and incorporate in the Agency's annual work and financial plan and budget.

2. **DSWD Memorandum Circular No. 3, Series of 2003** adopting the Program on Awards and Incentives for Service Excellence (PRAISE) in the Department of Social Welfare and Development. This specifically provides basic policies on the implementation of PRAISE in the department, from the central office to the regional/field office level. It further identifies the types and criteria of awards and delineates roles and functions of committee members.

3. **Executive Order 292, Rule XI of the Revised Omnibus Rules on Appointments and Other Personnel Actions** directed all department or agency of government indicated that the Honor Awards Program (HAP) shall cover all officials and employees in the career and non-career service of the government however, excluded from the coverage are all employees, whose nature of employment fall either under job order or contract of services.

## **III. OBJECTIVES**

### **A. General**

To encourage, reward exemplary performance of DSWD-NCR employees individually or in groups for their suggestions, innovative ideas, inventions, discoveries, superior accomplishments, heroic deeds, exemplary behaviour, extraordinary acts of services in the public interest and other personal efforts which contributes to the efficiency, effectivity, economy and improvement in particular of the regional operations and the department in general.

## **8. Specific**

1. To identify outstanding accomplishments and best practices of DSWD-NCR officials and employees on a continuing basis.
2. To recognize, reward and provide incentives to employees with outstanding accomplishments or with significant contributions in terms of ideas, suggestions, innovations, discoveries, inventions and other personal efforts.
3. To identify other ways of providing rewards and incentives within the limitations and available resources of the Field Office aside from those stated in DSWD Guidelines.

## **IV. SCOPE AND COVERAGE**

The PRAISE shall apply to all officials and personnel in the career and non-career service of the Field office, holder of permanent, temporary, casual and contractual appointments and on Contract of Service (COS/MOA).

## **V. DEFINITION OF TERMS**

1. **Award** - recognition which may be monetary or non-monetary conferred on individual or group of individuals for ideas, suggestions, inventions, discoveries, superior accomplishments, exemplary behavior, heroic deeds, extraordinary acts or services in the public interest which contribute to the efficiency, economy, improvement in government operations which lead to organizational productivity.
2. **Career** - positions in the civil service characterized by (1) entrance based on merit and fitness to be determined as far as practicable by competitive elimination, or based on highly technical qualifications; (2) opportunity for enhancement to higher career positions; and (3) security of tenure.
3. **Contribution** - any input which can be in the form of an idea or performance

**3.1. Idea Type of Contribution** - refers to an idea, a suggestion or an invention or discovery for improvement to effect economy in the operation to increase productivity and work efficiency, program enhancement and improve working conditions.

**3.2. Performance Type Contribution** - refers to performance of an extraordinary act or service in the public interest in connection with or related to one's official employment; or outstanding community service or heroic acts in the public interest; or sustained work performance for a minimum period of one (1) year which is over and above the normal position requirements of the individual or group.

4. **Discovery** - is the uncovering of something previously existing but found or learned for the first time which will improve public service delivery.
5. **Incentive** - monetary or non-monetary motivation or privilege given to official or employee for personal achievements/milestones, or exemplary performance that may have directly or indirectly contributed to the achievements or organizational goals.
6. **Invention** - the creation of something previously non-existent which will benefit the government.
7. **Non-career** - positions expressly declared by law to be in the non-career positions; or those whose entrance in the 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 the duration of a particular project for which purpose employment was made.
8. **Suggestions** - idea or proposal which improves work performance, systems and procedures and economy in operations that will benefit the government.
9. **System** - the regional awards and incentives program and mechanism for officials and employees.

## **VI. GENERAL POLICIES AND IMPLEMENTING PROCEDURES**

1. The PRAISE shall provide both monetary and non-monetary awards and incentives to recognize, acknowledge and reward productive, creative, Innovative, exemplary performance and ethical behaviour of employees through formal and informal mode.
2. Monetary award shall be given in the amount to be determined by the DSWD-NCR PRAISE Committee
3. The PRAISE shall give emphasis on the timelines of giving award or recognition.

4. Awards and incentives shall be given during the DSWD National and / or Regional Anniversary celebration, CSC Week, Social Worker's Month and other similar occasions.
5. Issues relative to awards and incentives shall be brought before the PRAISE committee which shall address the same within fifteen (15) days from the date of submission

## **VII. TYPES OF AWARDS**

### **A. National Awards In accordance with the CSC Honor Awards Program**

#### **1. Presidential or Lingkod Bayan Award**

Presidential or Lingkod Bayan Award is conferred on an individual or group of individuals for exceptional or extraordinary contributions resulting from an idea or performance that had nationwide impact on public interest, security and patrimony. The contribution may be a suggestion, innovation, invention or superior accomplishment.

#### **2. Outstanding Public Official/Employee or Dangal ng Bayan Award**

This award is conferred to an individual for performance of extraordinary act or public service and consistent demonstration of exemplary ethical behavior on the basis of his/her observance of the eight norms of behavior provided under Republic Act No. 6713, otherwise known as the "Code of Conduct and Ethical Standards for Public Officials and Employees": Commitment to Public Interest, Professionalism, Justness and Sincerity, Political Neutrality, Responsiveness to the Public, Nationalism and Patriotism, Commitment to Democracy, and Simple Living.

#### **3. Civil Service Commission or the Pagasa Award**

Pagasa Award is conferred on an individual or group of individuals for outstanding contribution/s resulting from an idea or performance that directly benefit more than one department of the government. The award shall consist of a Plaque with citation and a Cash Incentive amounting to P3,000.00

The term "group" shall refer to the following:

For Presidential or Lingkod Bayan and CSC Pagasa Awards Category

1. Two or more individuals bound by a common objective, a task force, a technical group or a special working team, formed/created/organized formally or informally to undertake certain projects/programs. Maximum membership for both Presidential Lingkod Bayan and Civil Service Commission or Pagasa Awards group/team shall not exceed 10 employees.
2. The group/team should have demonstrated teamwork/camaraderie shown by constant communication, coordination, cooperation, and cohesiveness among its members. Each group/team member should have verifiable/actual contribution in the attainment of the group/team's accomplishment

**B. Department/Regional Awards**

- i. **Exemplary Conduct and Ethical Behavior (Outstanding Public Officials and Employees or the *Dangal ng Bayan Award*)**

This award is conferred to an individual for performance of extraordinary act or public service and consistent demonstration of exemplary ethical behaviour on the basis of his/her observance of the eight norms of behaviour provided under Republic Act No. 6713, otherwise known as the "*Code of Conduct and Ethical Standards for Public Officials and Employees*": Commitment to Public Interest, Professionalism, Justness and Sincerity, Political Neutrality, Responsiveness to the Public, Nationalism and Patriotism, Commitment to Democracy, and Simple Living.

The award shall consist of a Plaque containing the specific behaviour citation and a Cash Incentive amounting to P3,000.00. The award shall include the following categories:

**a. Lakas ng Karakter Award**

This award shall be given to staff who consistently demonstrated good character traits in any or most of the 49 character qualities validated in three or more occasions and respondents. Certificates for monthly character award of shall be included as one of the proof together with the testimonial write-ups of co-employees, clients, supervisor and external intermediaries.

The Award shall consist of a Plaque containing the citation and signature of DSWD-NCR Director with Cash Incentive amounting to P3,000.00

**b. Kapwa Award**

This award shall be given to an individual or group of individuals in recognition of contribution or an idea or performance resulting in direct benefits to the department or the community.

Staff who displayed excellent interpersonal relationship with superior/s, co-staff, clients and volunteers.

The Award shall consist of a Plaque containing the citation and signature of DSWD-NCR Director with Cash Incentive amounting to P3,000.00

**c. Pusong Magiting Award**

Special award conferred upon an individual who has rendered an outstanding service to a person, group of persons, or a community in pursuance of the programs and services of the Department or the government as a whole, at the risk of his/her own life and beyond the call of duty, resulting in the safety of life and/or property

The Award shall consist of a Plaque containing the citation and signature of DSWD-NCR Director with Cash Incentive amounting to P3,000.00

**ii. Best Employee/Performance Award:**

1. Best Division Chief
2. Best Center / Residential Care Facility Head
3. Best Supervisor
4. Best Social Worker
  - a. Technical
  - b. Case Manager
5. Best Technical Staff
  - a. Professional Category
  - b. Sub-Professional Category
6. Best Administrative Support Staff
  - a. Professional Category
  - b. Sub-Professional Category
7. Best MOA Worker
  - a. Professional Category

**b. Sub-Professional Category**

The award shall consist of a Plaque of Recognition and a Cash incentive amounting to P3,000.00

*\*For positions in each category please refer to the attached list- Annex 1*

**iii. Service Loyalty Award**

The award shall consist of Plaque of Recognition and Cash incentive amounting to PhP 10,000.00 for the 1<sup>st</sup> ten (10) years and additional PhP 5,000.00 for the succeeding 5 years thereafter.

**iv. Career and Self-Development Award**

Granted in recognition of an individual who has satisfactorily completed a course or degree within or outside the country at one's own expense, i.e. Bachelor's Degree/ Post-Graduate Program/ Diploma Courses.

The award shall consist of a Plaque containing the specific behaviour citation and signature of DSWD-NCR Director.

**C. Client Service Award Program**

DSWD client-satisfaction program which attempts to instil courteous and efficient behaviour of every employee in the Department. It addresses the need for behavioural reforms particularly in the manner of direct social welfare service to the public.

There are three objectives of the Program :

1. To institutionalize courtesy and quick service to the public as standard norms of behaviour among government employees;
2. Confer immediate recognition on employees acts as courtesy and prompt delivery of services and
3. Provide the public with a redress mechanism for grievance against discourteous employees and for red tape in the Department

**Program Concept**

A client Service Award Program ultimate goal is to ensure satisfaction client service among DSWD-NCR employees and officials

Granted in recognition of consistent display of character validated in three sources, i.e. from supervisor, co-workers and clients.

The award shall consist of a Plaque containing the specific behaviour citation and signature of DSWD-NCR Director with Cash Incentive amounting to P3,000.00

## VIII. CRITERIA FOR EVALUATION

1. For Work Performance Criteria
  - 1.1. Noteworthiness of Outstanding Performance / Contribution
  - 1.2. Impact of Performance Achievement
  - 1.3. Reliability and Effectiveness
  - 1.4. Consistency of Performance
  - 1.5. Demonstrated teamwork, Cooperation and Camaraderie
2. Exemplary Conduct and Ethical Behavior Criteria
  - 2.1. Quality and Consistency of Behavioral Performance
  - 2.2. Impact of Behavioral Performance
  - 2.3. Risk of Temptation Inherent in the Work
  - 2.4. Obscurity of the Position
  - 2.5. Years of Service
  - 2.6. Other similar circumstances or considerations in favour of the particular nominee/s
  - 2.7. Not subjected to disciplinary measures and administrative cases.
3. Client Feedback Criteria
  - 3.1. Courtesy and Quick Service
  - 3.2. Client Satisfaction
  - 3.3. Spot Check

## IX. TYPES OF INCENTIVES

Incentives to be provided shall be in accordance to the provisions in the DSWD PRAISE Guidelines.

**1. Loyalty Incentive** – Plaque of recognition shall be awarded in addition to the monetary incentive as follows:

1 <sup>st</sup> 10 years of continuous/uninterrupted service	-	P 10,000.00
Every 5 years succeeding thereof	-	P 5,000.00

2. **Career and Self-Development Incentive** – attendance to local and international training and scholarship program subject to the recommendation of Personnel Development Committee
3. **Performance Based Incentive** – based on Performance Based Incentive System of the Department (Performance Incentive Bonus ; Performance Based Bonus)
4. **Grant of Travel Incentive** – both for performance awardees and retirees which shall include opportunity to escort clients outside Metro Manila and to visit tourist spots in the place of destination.
5. **Tribute to Retirees** – conduct of “Pasasalamat Paalam” through simple program and awarding of Plaque of Recognition

#### **X. ELIGIBILITY**

1. The nominee must have been occupying the same position for at least one (1) year at the time of nomination
2. At least very satisfactory rating for two (2) consecutive rating periods preceding the nomination
3. Must have no pending administrative charge and / or criminal charge
4. Must be a holder of permanent, contractual and casual appointment, except for Best MOA Worker

#### **XI. PROCEDURE FOR NOMINATION**

##### **A. Center/Residential Care Facility and Division Level**

- a. Nomination from this level shall be done by the staff, clients, volunteers and other stakeholders,
- b. PRAISE Committee shall undertake a selection process following the criteria for selection provided in the rating sheet for nominee.
- c. PRAISE Committee shall resolve to nominate for the Regional Level Award
- d. Each center/residential care facility/division within the Field Office shall nominate only one staff for each category
- e. The Head of the center/residential care facility/division shall endorse their Regional nominees to the Regional PRAISE Committee, with the following supporting documents:
  - i. PRAISE Committee Resolution
  - ii. Updated Personal Data Sheet
  - iii. Copy of Performance Appraisal Report

- iv. Individual write-up and justification for the award which shall not be more than 2 pages, typewritten, single space, short bond-paper highlighting the demonstrated competence, effectiveness and integrity and distinct/identifiable contribution of the nominee to the attainment of the thrust and directions of the Department, and the goals and objectives of his/her center/residential care facility/division
- v. Proofs of accomplishments, commendations, citations, clippings, pictures and other documents

#### **B. Regional Level**

Regional PRAISE Committee shall undertake the selection process through review of documents and eligibility requirements and conduct of on-site validation and spot check, subject for deliberation and recommendation through a resolution.

Awardees for the Regional Level shall be automatically nominated for the National PRAISE and CSC level award through Regional PRAISE Resolution.

### **XII. GROUNDS FOR DISQUALIFICATION**

- 1. Non-submission on the deadline set by the Regional PRAISE Committee, of the nomination or any of the requirements enumerated in the guidelines or as required in the regional memorandum order.
- 2. Failure to meet the criteria or qualification/s per category of award

### **XIII. APPEALS**

#### **A. Who may appeal**

The following may be eligible to appeal subject to review and acceptance of the Regional PRAISE Committee based on the herein provisions.

- i. PRAISE Committee Sub-chapters
- ii. Staff/employee who has been nominated but not selected for regional award/s.
- iii. Staff/employee who was not nominated but feels/thinks that she/he possessed better qualifications than the other nominee.

## **B. Procedure of appeal**

Appeal should be made in writing addressed to the Chairperson of the Regional PRAISE Committee/ Regional Director and shall be supported by documentary proofs of excellent performance/accomplishments / behaviour and other accounts which justify the claims.

Official appeal shall be made not later than five (5) working days upon receipt of official nomination by the Regional PRAISE Committee and / or five (5) working days after the confirmation of awards.

Thereafter, the Regional PRAISE committee after due deliberation shall resolve the complaint within 15 calendar days which shall commence upon receipt of official complaint, providing thereto the appellant copy of the approved resolution.

## **XIV. COMPOSITION AND FUNCTION OF PRAISE COMMITTEE**

### **A. Center/Residential Care Facility/Division Level**

Chairperson	-	Heads of Division / Center/ Residential Care Facility
Members	-	All Heads of Units/Sections and Services
	-	Two (2) SWEAP Representatives (one from the 1st and one from the 2nd level) who shall serve for a period of two (2) years.
Secretariat	-	Designated rank and file

### **B. Regional Level**

Chairperson	:	Regional Director
Alternate	:	Assistant Regional Director
Members	:	Head of Institutional Development Division or its authorized representative
		Head of the Policy and Plans Division or its authorized representative
		Head of Finance Division or its authorized representative
		Head of Administrative Division or its authorized representative
		Two (2) SWEAP representatives (one from the 1 <sup>st</sup> level and one from the 2 <sup>nd</sup> level)

Secretariat

- Head of Human Resource Development  
Section and / or its authorized  
representative

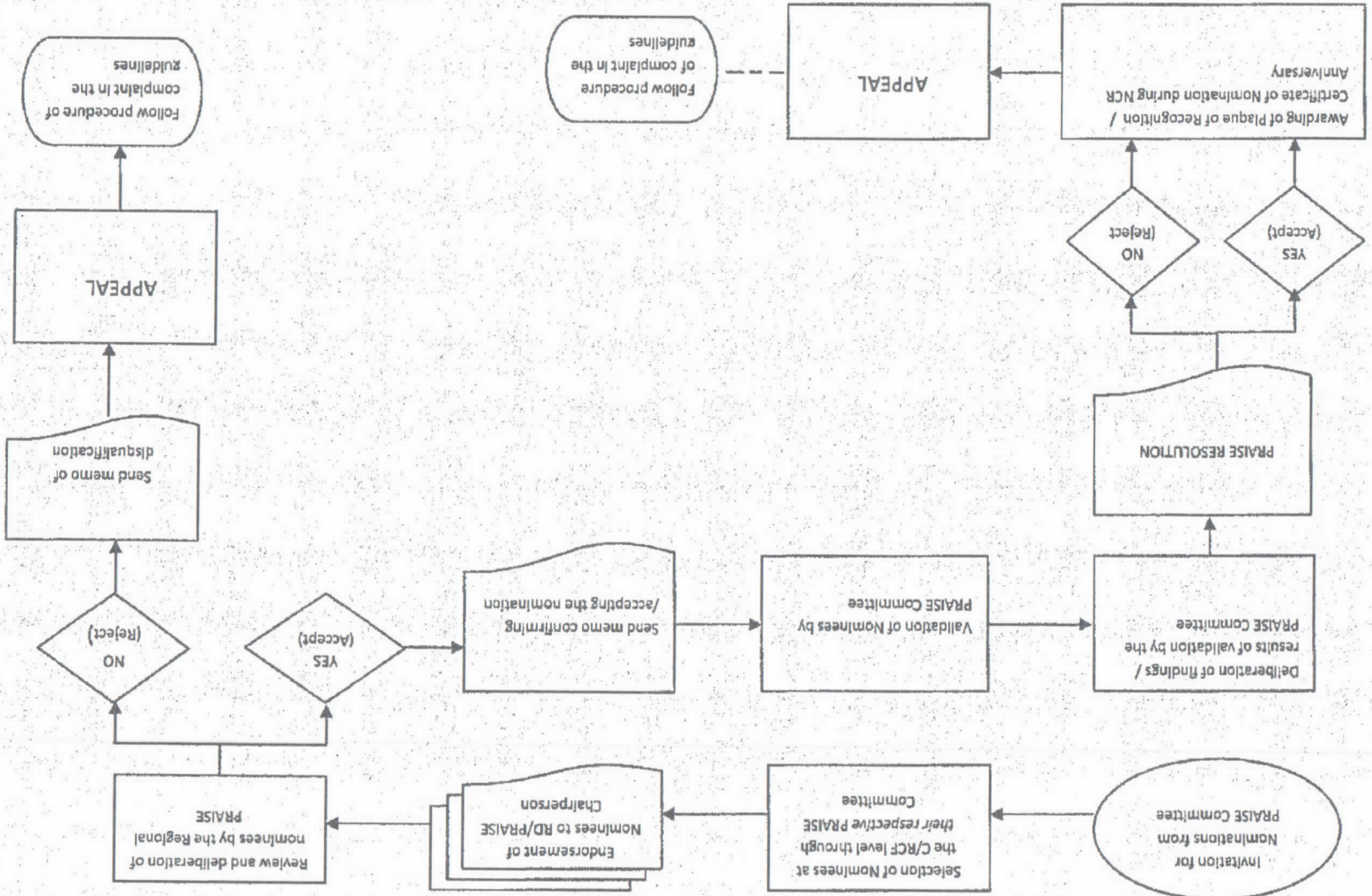
### C. FUNCTIONS

- a. **Centers/ Residential Care Facilities/Division** shall create for this purpose a PRAISE Committee following the above composition. The committee shall conduct the selection process in their level and shall prepare the nomination to the Regional PRAISE Committee. A Center/RCF/Division PRAISE awarding may also be conducted depending on the availability of fund. ✓
- b. **Regional PRAISE Committee** shall conduct the deliberation and confirmation of nominees prior to conduct of validation, a certification or confirmation of nomination shall be issued for this purpose, indicating the date of validation. It shall also be responsible in the selection and nomination for the Department or National level awards.
- c. **Human Resource Development Section** as the Secretariat for the PRAISE Committee shall perform all the secretariat and administrative functions, such as but not limited to: inclusion of budget in the annual WFP, preparation of project proposal, facilitation of screening, validation, preparation of resolution and other memoranda related to the activities. It shall also be the depository and custodian of all records pertaining to the program.

### D. FUNDING

The Field Office shall set aside in its annual budget the necessary appropriation to cover whatever necessary expenses which may be incurred in granting both monetary and non-monetary awards in accordance with the provisions of this PRAISE and subject to availability of funds.

# DSWD-NCR PRAISE FLOW CHART



**E. EFFECTIVITY**

This guidelines shall take effect immediately upon its approval. All other issuances inconsistent herewith are hereby rescinded or revoked.

Issued in Manila, Philippines this 4th day of December 2014.

**MA. ALICIA S. BONOAN**

Regional Director

Annex:

Process Flow Chart