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**OFFICE OF THE SANGGUNIANG PANLALAWIGAN SECRETARY**

# CERTIFICATION

TO WHOM IT MAY CONCERN:

*THIS IS TO CERTIFY that at the regular session duly constituted of the Sangguniang Panlalawigan, Province of Pangasinan, held on June 10, 2013 at Lingayen, Pangasinan, the following provincial ordinance was approved:*

Authored by SP Member Von Mark R. Mendoza and co-authored by all Sangguniang Panlalawigan Members

**PROVINCIAL ORDINANCE NO. 171-2013**

**AN ORDINANCE INSTITUTIONALIZING THE PROGRAM ON AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE (PRAISE) AND APPROPRIATING FUNDS THEREOF**

**WHEREAS**, the Civil Service Commission has issued a number of circulars on Employee Suggestions and Incentive Awards System (ESIAS), the latest of which is Memorandum Circular No. 48, s. 1992 which provides the guidelines in the establishment and implementation of agency incentive and awards system;

**WHEREAS**, the Commission resolved to revise the existing Employee Suggestions and Incentive Awards System as prescribed under CSC MC No. 48, s. 1992 and adopt policies pursuant to Resolution No. 010112 where every department or agency shall establish its own employee suggestions and incentive awards system. The System shall henceforth be called the Program on Awards and Incentives for Service Excellence (PRAISE);

**WHEREAS**, Sec. 77 Title III of the Local Government Code of 1991 otherwise known as Republic Act 7160 provides that The Chief Executive of every local government unit shall be responsible for human resources management and development in his unit and shall take all personnel actions in accordance with the Constitutional provisions on civil service, pertinent laws, and rules and regulations thereon, including such policies, guidelines and standards as the Civil Service Commission may establish;

**WHEREAS**, the Provincial Government of Pangasinan through the Human Resources Management and Development Office, as its central personnel agency, in pursuit of its vision of having "highly motivated and empowered employees



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committed and responsive to provide genuine public service” and its mission to develop and sustain an effective and highly motivated team of dignified, self-confident and dedicated public servants has adopted programs and strategies to maintain, retain and recognize government employees who work with competence, efficiency and integrity and think with dynamism and dedication for the people and the organization;

**NOW, THEREFORE**, on motion of SP Member Von Mark R. Mendoza, co-authored by all Sangguniang Panlalawigan Members, duly seconded, be it ordained by the Sangguniang Panlalawigan that:

**SECTION 1. TITLE -** This ordinance shall be known as “AN ORDINANCE INSTITUTIONALIZING THE PROGRAM ON AWARDS AND INCENTIVES FOR SERVICE EXCELLENCE (PRAISE) AND APPROPRIATING FUNDS THEREOF.”

**SECTION 2. DECLARATION OF POLICY**

The Province of Pangasinan hereby institutionalizes the Program on Awards and Incentives for Service Excellence (PRAISE) and providing funds thereof to ensure that the objectives and goals for which it was established shall be achieved.

**SECTION 3. OPERATIVE PRINCIPLES/PURPOSES.** This Ordinance shall have the following principles/purposes:

1. The Provincial Government of Pangasinan through the Human Resources Management and Development Office shall establish and institutionalize its Incentive and Awards System and shall henceforth be called the Program on Awards and Incentives for Service Excellence (PRAISE).

2. The System shall be designed to encourage creativity, innovativeness, efficiency, integrity and productivity in the public service by recognizing and rewarding officials and employees, individually or in groups, offices and hospitals for their compliance and implementation of productivity and quality programs of the Provincial Government of Pangasinan.

3. These productivity and quality programs shall be part of organizational development using Human Resources management and development tools and systems.

4. The PRAISE shall adhere to the principle of providing incentives and awards based on performance, innovative ideas and exemplary behavior.



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5. The PRAISE shall give emphasis on the regularity of giving awards or recognition. The conferment of the awards shall be on the 14<sup>th</sup> of February every year. Should the day fall on a non-working holiday, a Saturday or a Sunday, the awarding ceremonies shall be held on the first working day after the non-working day.

6. The PRAISE shall provide both monetary and non-monetary awards and incentives to recognize, acknowledge and reward productive, creative, innovative and ethical behavior of employees, offices and hospitals in compliance with productivity and quality programs.

7. The PRAISE shall be institutionalized through the Human Resources Management and Development Office.

8. Issues relative to awards and incentives shall be brought before the Human Resources Management and Development Office which shall address the same within fifteen (15) days from the date of submission.

**SECTION 4: DEFINITION OF TERMS** – For purposes of this ordinance, the following terms shall be defined as follows:

1. **Program on Awards and Incentives for Service Excellence (PRAISE)** – pertains to the system of identifying, selecting and providing incentives and awards to employees, offices and hospitals of the Provincial Government of Pangasinan based on exemplary performance, behavior and consistent compliance with organizational development programs.
2. **Awards and Incentives**- refer to monetary and non-monetary rewards given to employees to recognize performance and compliance of employees, hospitals and offices to quality and productivity programs. These awards shall include, but not limited to the following:
  - a. **Performance Management System (PMS)**
    - Best Performing Office
      - Categories: A- 1 to 30 employees
      - B- 31-60 employees
      - C-61 and above
    - Best Performing Hospital
      - Categories: District
      - Community
    - Best Performing Employee
      - Categories: Level 1
      - Level 2
      - Chief (includes both office and hospital)



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- Best PMS Focal Person  
-Categories: Office  
Hospital
- b. **5S of Good Housekeeping**
  - Best 5S Practitioner- Office  
-Categories: A- 1 to 30 employees  
B- 31-60 employees  
C-61 and above
  - Best 5S Practitioner-Hospital  
-Categories: District  
Community
  - Best Employee 5S Practitioner  
-Categories: Office  
Hospital
  - Best 5S Focal Person  
-Categories: Office  
Hospital
- c. **Public Assistance Desk/ Anti-red Tape Act (PAD/ARTA)**
  - Most Client Friendly Office
  - Most Client Friendly Hospital
  - Best Public Assistance desk Officer (PADO)  
-Categories: Office  
Hospital
- d. **Health and Wellness Program**
  - Most Improved Healthy Habit Club Member  
-Categories: Office  
Hospital
  - Best Healthy Habit Club Member  
-Categories: Office  
Hospital
  - Best Healthy Habit Club Focal Person  
-Categories: Office  
Hospital
- e. **Best Program Implementer of Productivity and Quality**  
- Categories: Office  
Hospital
- f. **Retirees**
  - Longevity Award



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3. **Organizational Development Programs**– denotes the programs and activities implemented by the Human Resources Management and Development Office intended to promote employee development, relations, welfare and performance, from recruitment to retirement, which are essential to the organization. These programs include the following, to wit:
- a. **5S of Good housekeeping**- pertains to a systematic approach to organize work areas, adhere to rules and standards, instill discipline, and apply work simplification techniques to make work more efficient and cost-effective. The 5S means sort, systematize, sweep, standardization and self-discipline.
  - b. **Public Assistance Desk and Anti-Red Tape Act (PAD/ARTA)**- this was established in every building and hospital to render prompt service, swiftly respond to queries and immediately address needs. Building managers assigned in every building are in charge of inspecting the building, lightings, fixtures, furniture, equipment and facilities and report damages that needed immediate repair.
  - c. **Performance Management System (PMS)**- refers to the program which intends to evaluate employees' performance based on their accomplishments and behavior.
  - d. **Health and Wellness Program**- this was formerly known as the Health Risk Management Program (HRMP) which was instituted to promote the health and wellbeing of employees by providing holistic healthcare services.

**SECTION 5. ROLES AND RESPONSIBILITIES**

**1. The Provincial Government is responsible for:**

- a. Overall supervision of the Program on Awards and Incentives for Service Excellence (PRAISE);
- b. Provide support for the effective implementation of the activities and services relevant thereto; *and*
- c. Serves as the main approving authority.

**2. The Civil Service Commission Regional and Field Office vis responsible for:**

- a. Providing technical assistance, if deemed necessary, to ensure proper implementation of the PRAISE.



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**3. The Human Resources Management and Development Office (HRMDO) is responsible for:**

- a. The development, administration, monitoring and evaluation of the awards and incentives system of the agency to judiciously and objectively implement the system of incentives and awards.
- b. Establishing its own internal procedures and strategies.
- c. Ensuring that the system is implemented on a continuing basis to cover employees at all levels (Chief, Level 1, and Level 2) and shall include all employees regardless of appointment status (permanent and non-permanent).
- d. Ascertaining that the system shall include all offices and hospitals of the Provincial Government regardless of classification and employee size or population.

**4. Human Resources Management and Development Office (HRMDO) Program Implementers shall be responsible for:**

**a. 5S of Good Housekeeping:**

- Conduct 5S audit in hospitals and offices quarterly.
- Conduct an Exit Conference with hospital and office Chiefs and Administrative Officers after the quarterly audit to present findings and offer recommendations.
- Validate 5S Audit Reports submitted by 5S Focal Persons in hospitals and 5S Team Patrol in offices quarterly.
- Consolidate quarterly 5S reports submitted by 5S Focal persons and Team Patrols every 10<sup>th</sup> day of the 1<sup>st</sup>.
- Prepare, analyze and interpret audit data and submit 5S Audit Reports to the HRMDO Chief Administrative Officer every 20<sup>th</sup> day of the 1<sup>st</sup> month of the succeeding quarter.
- Facilitate Quarterly Evaluation Meetings with Focal persons of offices and hospitals to discuss issues and concerns and formulate necessary actions to address them every last week of the 1<sup>st</sup> month of the succeeding quarter.

**b. Performance Management System (PMS):**

- Conduct PMS audit in hospitals and offices quarterly.
- Conduct an Exit Conference with hospital and office Chiefs and Administrative Officers after the quarterly audit to present findings and offer recommendations.
- Validate Employees' PMS-OPES and Behavioral Evaluation Reports and calibrate points quarterly.



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- Consolidate quarterly PMS reports submitted by PMS Focal persons every 10<sup>th</sup> day of the 1<sup>st</sup> month of the succeeding quarter.
- Prepare, analyze and interpret gathered data from the audit and submit PMS Audit Reports to the HRMDO Chief Administrative Officer every 20<sup>th</sup> day of the 1<sup>st</sup> month of the succeeding quarter.
- Facilitate Quarterly Evaluation Meetings with Focal persons of offices and hospitals to discuss issues and concerns and formulate necessary actions to address them every last week of the 1<sup>st</sup> month of the succeeding quarter.

**c. *Public Assistance Desk/ Anti-red Tape Act (PAD/ARTA):***

- Conduct client satisfaction surveys and client interview in offices as often as necessary and quarterly in hospitals.
- Open suggestion boxes of Client Feedback in offices weekly and quarterly in hospitals.
- Validate Feedback and Survey Results.
- Conduct an Exit Conference with hospital and office Chiefs and Administrative Officers after quarterly audit to present survey and feedback reports and offer recommendations.
- Prepare a Summary of Client Satisfaction Survey results and Client Feedback and analyze and interpret all data gathered quarterly.
- Consolidate quarterly PADO reports submitted by PAD Focal persons every 10<sup>th</sup> day of the 1<sup>st</sup> month of the succeeding quarter.
- Submit PAD/ARTA Audit Reports to the HRMDO Chief Administrative Officer every 20<sup>th</sup> day of the 1<sup>st</sup> month of the succeeding quarter.
- Facilitate Quarterly Evaluation Meetings with Focal persons of offices and hospitals to discuss issues and concerns and formulate necessary actions to address them every last week of the 1<sup>st</sup> month of the succeeding quarter.

**SECTION 6. SOURCE OF FUND** – Funds for this Ordinance amounting to Three Million Pesos (P 3,000,000.00) shall be appropriated and drawn from from the Non-Office Account of the Provincial Government of Pangasinan. Funds allocated for the PRAISE shall be incorporated in the Province’s Annual Investment Plan and in the Annual Budget.

**SECTION 7. ADMINISTRATIVE CLAUSE** – This ordinance shall cover only the Employees of the Provincial Government of Pangasinan regardless of employment status.



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**SECTION 8. SEPARABILITY CLAUSE**

If any part or provision of this Code shall be held unconstitutional or invalid, other parts or provisions hereof which are not affected shall continue to be in full force and effect.

**SECTION 9. REPEALING CLAUSE**

All ordinances and administrative circulars and executive orders or parts thereof which are found to be inconsistent with provisions of this Code are hereby repealed and amended accordingly.

**SECTION 10. EFFECTIVITY CLAUSE**

This ordinance shall take effect immediately after approval of the Sangguniang Panlalawigan.

  
**ATTY. VERNA T. NAVA-PEREZ**  
*Secretary to the Sanggunian*

ATTESTED:

  
**SP MEMBER JEREMY AGERICO B. ROSARIO**  
*Presiding Officer Pro Tempore*  
OIC-Vice Governor

APPROVED:

  
**VICE GOV. JOSE FERDINAND Z. CALIMLIM, JR.**  
*OIC-Governor*