

2019-10-020



Republic of the Philippines
Department of Finance
BUREAU OF CUSTOMS
1099 Manila

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MEMORANDUM

**FOR : ALL DEPUTY COMMISSIONERS
AND DISTRICT COLLECTORS**

FROM : DONATO B. SAN JUAN
Deputy Commissioner, IAG

SUBJECT : Government Best Practice Recognition (GBPR) 2019

DATE : October 15, 2019

1. The Government Best Practice Recognition (GBPR) is an initiative of the Development Academy of the Philippines (DAP) to promote and showcase outstanding and innovative practices demonstrated by the public sector organizations. It is one of the Academy's strategy responses to the rising call for public sector organizations to further enhance the quality of service delivery.
2. In connection, Mr. Alvin P. Diaz, Director IV, Department of Finance has endorsed to the Bureau of Customs the invitation of DAP to submit a maximum of three (3) entries for the GBPR 2019 (*Annex A*).
3. In this regard, all District Collectors and Deputy Commissioners are encouraged to nominate a Good Governance practice being implemented within their Office by accomplishing the attached GBPR Entry Form (*Annex B*) and submitting the same to the Internal Administration Group, and a soft copy to hcmd@customs.gov.ph on or before October 18, 2019.
4. For strict compliance.

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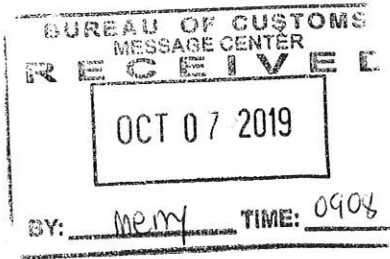
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Republic of the Philippines
DEPARTMENT OF FINANCE
Roxas Boulevard Corner Pablo Ocampo, Sr. Street
Manila 1004

Internal Admin. Group
Received by: V. AYREYES
Date: 10/7/19
Time: 10:23

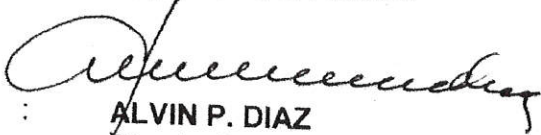
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MEMORANDUM

FOR : **HEADS OF OFFICES**
This Department

HEADS OF BUREAUS/ATTACHED AGENCIES
Department of Finance

FROM : 
ALVIN P. DIAZ
Director IV
Central Administration Office

SUBJECT : **GOVERNMENT BEST PRACTICE RECOGNITION (GBPR) 2019**

DATE : October 4, 2019

This Department has been invited by the Development Academy of the Philippines (DAP) to submit a maximum of three (3) entries on the above-captioned subject.

Attached are the (a) GBPR Entry Form, (b) CALL FOR ENTRIES announcement, and (c) GBPR 2019 Mechanics.

Submission of entries is until October 11, 2019.

For inquiries, you may get in touch with Mr. Richmond Querubin Acosta, GBPR 2019 Secretariat at (02) 631-0921 loc. 135, +639065611861, or send an email at govbestpractices@dap.edu.ph and acostar@dap.edu.ph.

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Open to all public sector organizations

- National Government Agencies (NGAs) and their regional and provincial offices and attached agencies,
- Inter-agency bodies including national councils, consortia, and task forces;
- Government-Owned and Controlled Corporations (GOCCs).
- Local Government Units (LGUs) – including provincial, municipal, city and barangay offices, Sangguniang Kabataan (SK), LGU-led civic organizations such as Senior Citizens and Barangay Women's groups, special committees such as municipal health committees, and similar bodies;
- State Colleges and Universities (SUCs) and research institutions and laboratories;
- Frontline service providers; and,
- Other government agencies.

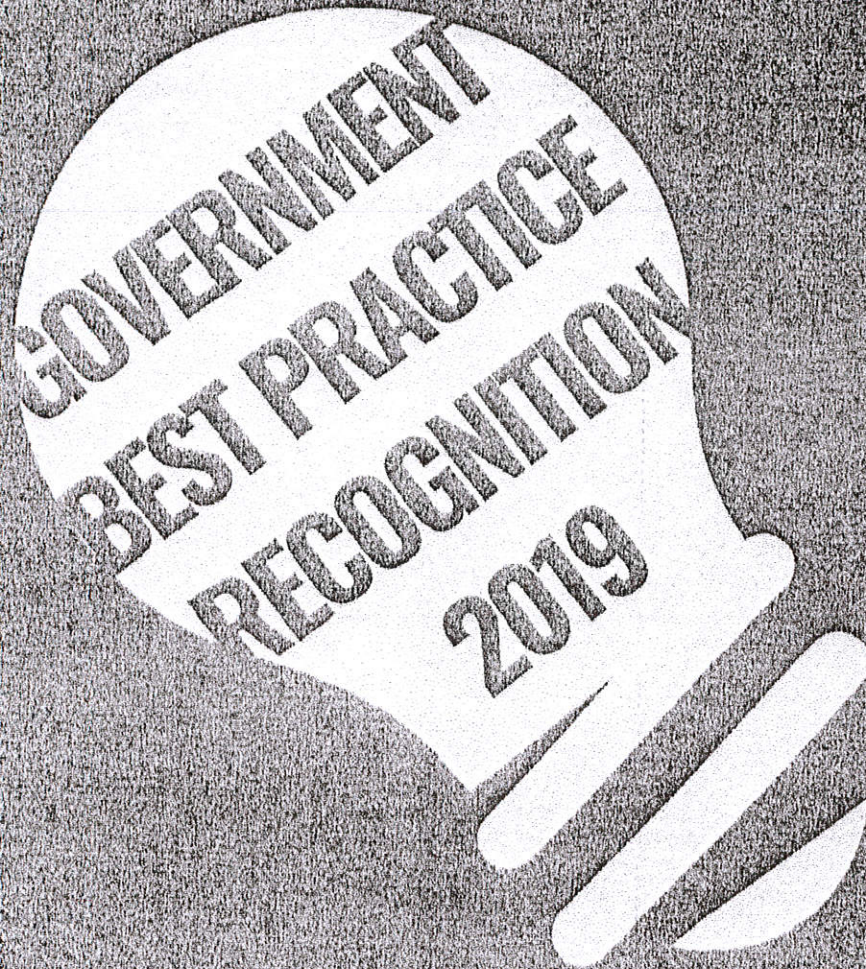
New!
**Submission of entries is
 EXTENDED to
 11 OCTOBER 2019**

- Interested agencies may submit a maximum of three (3) entries.
- Submission of entries is free
- Submitted entries will be subjected to initial screening and evaluation on October 2019
- Representatives of qualified entries will be invited to deliver a presentation to a panel of judges

 Like us on Facebook
facebook.com/APOcoepsp
 to Download the Entry Form



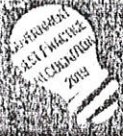
For questions or concerns, contact
 Richmond Q. Acosta, Project Manager, at
 (02) 631-0921 local 135/ 09065611861 or
 by email at govbestpractices@dap.edu.ph.



MECHANICS

Recognizing successful and validated practices demonstrated by public sector organizations.





BACKGROUND

The Government Best Practice Recognition (GBPR) is an initiative of the Development Academy of the Philippines (DAP) to promote and showcase outstanding and innovative practices demonstrated by the public sector organizations. It is one of the Academy's strategy responses to the rising call for public sector organizations to further enhance the quality of service delivery.

The GBPR annually recognizes successful and validated practices demonstrated by public sector organizations. Government institutions at all levels of governance and all fields of practices are invited every year to submit their institutions' best practice.

As one of the components of the Academy's Business Excellence Program, which also include the Philippine Quality Award (PQA) and the Government Excellence Class (GEC), the GBPR supplements and complements the Academy's efforts to improve organizational productivity and performance in the public sector by recognizing innovative best practices of government institutions and organizations.

The Academy has developed a set of criteria for evaluating remarkable government practices. Entries from government organizations are assessed based on these criteria to select the government institutions that will participate in the presentation and have the chance to be recognized for the year.

Since 2015, a total of eighteen (18) entries have already been chosen and recognized. Previous awardees are as follows:

2015

- **Local Government of Carmona, Cavite:** Service Framework for Education and Rehabilitation of Persons with Disability
- **Schools Division of Santiago City, Isabela - Dubinan Elementary School:** Working Together for a Sustainable and Eco-friendly School and Community
- **Philippine Heart Center:** Philippine Heart Center Partnership with PhilHealth in Z Benefits Cardiac Surgery Impacts on Hospital Governance
- **Philippine Health Insurance Corporation:** PhilHealth CARES Project;
- **Government Service Insurance System - Operations Group:** Electronic Billing and Collection System (eBCS)
- **City Government of Muntinlupa:** Single Window Transaction (SWIT) - Modified Business One-Stop Shop (MBOSS)
- **Philippine Children's Medical Center:** Adopt-a-Room: A Financing Innovation by the Philippine Children's Medical Center Workforce
- **Government Service Insurance System - Laguna Branch:** Customer Journey Mapping Towards World Class Service

2017

- **Department of Science and Technology Regional Office IX:** Laboratory Online Referral System: An Innovation in Government Service Delivery
- **Philippine Statistics Authority - Regional Statistical Office I:** Juan Click Info System - Module on e-Notification: Addressing Queues & Verifying Status of Documents
- **City Government of Valenzuela:** Disiplina Village - Bagong Bahay, Bagong Buhay: Complete In-City Housing Package for Disaster Preparedness and Resiliency
- **City Government of Valenzuela:** Education 360 Degrees Investment Program; and,
- **Social Security System:** AlkanSSya Program. Towards Intensified Coverage of the Informal Sector

2018

- **Intellectual Property Office of the Philippines:** Early Issuance of Search Report
- **Philippine Health Insurance Corporation - Palawan Local Health Insurance Office:** P6.60 Hulog kada Araw para sa Kalusugan ng Pamilya
- **Philippine Ports Authority - Port Management Office of Misamis Oriental/Cagayan De Oro:** Fostering a Green Culture for Port Operations and Management
- **Philippine Science High School Central Luzon Campus:** Kina[book]asan ng Kanaynayan
- **Provincial Government of South Cotabato:** Championing the Culture of Integrity: Institutionalization of South Cotabato Integrity Circle

Best practices are the building blocks and the solution formula in the attainment of organizational outcomes – relevant policies, quality services and organizational effectiveness. Best practices are small victories that have produce big impact and significant change on how public sector organizations deliver the services, as they grow, mature and scale up over a period of time.



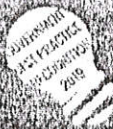
OBJECTIVES

The GBPR seeks to recognize successful and validated practices demonstrated by all public sector organizations. It provides a platform to showcase and promote best practices as a way to foster knowledge sharing and to contribute in sustaining performance results in the entire bureaucracy. Ultimately, this collaborative learning mechanism envisions improving the quality of service and competitiveness of government institutions.

The GBPR serves as a harmonizing strategy to attain the objective of the APO's designation to the Philippines, with DAP as the implementing arm, as the Center of Excellence on Public Sector Productivity (PSP), "to advance the public sector productivity movement" among APO member countries.

The GBPR complements the Public Sector Innovation Laboratory under the Government Quality Management Program (GQMP). Through the GBPR, public sector organizations will be able to capture innovative and transformative ideas, approaches and solutions which have been proven effective and helpful by other government agencies in improving the quality and impact of their respective services to the public.

Working closely with the Academy's Center of Excellence for Public Sector Productivity (COE-PSP), the GBPR fosters innovation and futures thinking in the public sector and widens access to quality by integrating the COE-PSP's knowledge management. GBPR is a direct resource of COE-PSP Knowledge Bank for content.



HOW TO IDENTIFY THE BEST PRACTICE?

Results-oriented

A best practice must have a clear and appropriate set of performance measures to determine the level of accomplishment/success. It must demonstrate an achievement of sustained and improving trend of results for the implementation of the practice. It must be able to establish its alignment to overall organizational objectives, strategies and outcomes backed up with a defined evaluation mechanism. Thus, the organization should have a way of monitoring, documenting and analyzing its performance including the benefits derived from the best practice.

Systematic and Data-driven

A best practice is an approach (technique, methodology/approach or process) that follows an organized step-by-step procedure, and is repeatable and transferable. It goes through a continuous cultivation and application of learning using data derived from evaluation or benchmarking activities and constantly seeks for improvement leading its way to practice maturity and institutionalization.

It is necessary that a best practice approach looks at relevance, consistency and quality in terms of delivering results. Organizations must keep an open mind to question the applicability and effectiveness of the practice to remain aligned with the changing circumstances.

Innovative

A best practice can be an "adoption of idea, process, technology, product or business/performance model that is either new or new to its proposed application" that creates a significant or 'breakthrough'/'cutting-edge' changes in output, outcome, process and organizational performance. Demonstrating innovativeness is not only limited to technological interventions.

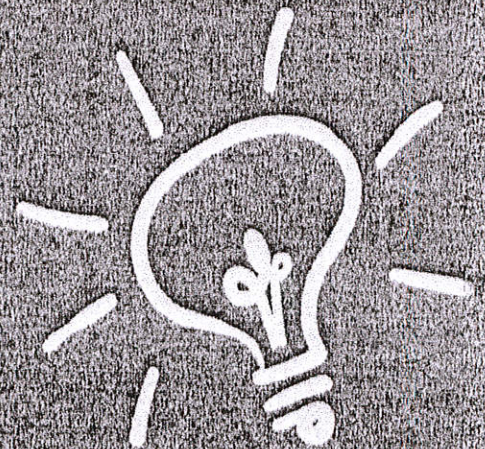
Stakeholder-centered

Organization must ensure that the needs and requirements of all stakeholders or interested parties, internal or external, are considered in the development and implementation of the best practice. The levels of engagement of relevant stakeholders must be defined and meaningful in the practice as a form of managing better relationship with them. Their feedback must also be valued in such a way that it informs the cycles of improvement of the practice.



WHY PARTICIPATE?

- Recognize organizations who have gone the extra mile to exhibit outstanding practices;
- Participate and engage in knowledge sharing for the public sector;
- Enhance organizational and personal learning;
- Receive immediate feedback from the judges after the presentation, in improving and sustaining the best practices;
- Increase the chances of attaining the organizational outputs and outcomes that the best practice may respond to;
- Build awareness of and learn from the effective and innovative work practices among the public sector;
- Expand the organization's network and build partnerships;
- Privilege to be part of the roster of public sector's Community of Practice through the Knowledge Bank page of the COE-PSP Website (<https://www.dap.edu.ph/coe-ppsp/>) ; and;
- Opportunity to join in the International Best Practice Competition and other similar activities.





RULES & MECHANICS

Eligibility and Entrant Qualifications

1. The competition is open to ALL public sector organizations:
 - National Government Agencies (NGAs) and their regional and provincial offices and attached agencies,
 - Interagency bodies including national councils, consortia, and task forces;
 - Government-Owned and Controlled Corporations (GOCCs),
 - Local Government Units (LGUs) – including provincial, municipal, city and barangay offices, Sangguniang Kabataan (SK), LGU-led civic organizations such as Senior Citizens and Barangay Women's groups, special committees such as municipal health committees, and similar bodies;
 - State Colleges and Universities (SUCs) and research institutions and laboratories, and,
 - Other government agencies.
2. Each participating agency may submit a maximum of three (3) entries.
3. The applicant needs to fill-out the *Government Best Practice Recognition 2019 Entry Form* and describe their best practice related to a managerial practice, a process, a system or an initiative within the organization (please refer to the detailed questions on the Entry Form).
4. By joining this activity, it is understood that applicants signify their willingness to make the necessary travel arrangements in time for the scheduled presentation to the judges of the best practice entries.
5. Winners are not allowed to join the competition again for the same or similar best practice for a period of 3 years.
6. Please sign the attached Certification and Authorization of Release of Information.

NOTE: Avoid submitting an entire program or an end-product/service as best practice entry. As much as possible, focus only on a single aspect that has made that program or service delivery successful, for example, Leadership Commitment Scheme, Stakeholder Communication and Building of Relationship, Staff Meeting Policy, Using a Work Environment Survey Tool, and Core Values Reinforcement System, etc.

Round 1: Submission of Entries

1. The entry form must not contain graphs or pictures, only TEXT. Graphs and pictures can be submitted as attachments to the Entry Form.
2. Relevant documents that could show related results attributable to the implementation of the best practice entry must also be submitted together with the entry form. These may include but are not limited to the documentary requirements being submitted to oversight agencies (e.g. DBM, DILG, CHED, GCG, COA), as applicable.
3. Submission of entries starts on July 22, 2019 and ends on October 11, 2019. Applicants may send entries to govbestpractices@dap.edu.ph and/or acostar@dap.edu.ph with Subject: GBPR2019_Name of Organization and Unit/Division/Department.
4. Submitted entries received after the deadline will no longer be accepted, unless extension of submission will be announced.
5. Submitted entries will be subjected to initial screening and evaluation on September 2019.

Round 2: Presentation to the Panel of Judges

1. Representatives of selected entries will be invited to deliver a video or a PowerPoint Presentation (minimum of 5 minutes and maximum of 8 minutes) to a panel of judges to any of the following schedule of regional legs of the Best Practice Forum for the Public Sector in November 2019.
2. Entries will be screened by a panel to be formed by the Academy.
3. Instructions on the presentation format will be provided separately, upon qualifying for the next round.
4. At most two representatives (presenter and assistant staff) from each participating organization are allowed to attend the presentation to the judges.

Entry Fee

1. There is no entry fee requirement.
2. Submission of entries is completely free of charge.

Awarding and Prizes

1. A Certificate of Participation will be issued to all participating organizations.
2. Best Practice trophies will be awarded to the winners during the awarding ceremony.
3. The awarding will be done at the end of the Best Practice Forum for the Public Sector on the last week of November 2019.
4. Decisions of the panel of judges are final.

Summary of dates to remember

- Submission of entries starts on July 22, 2019 and ends on October 11, 2019
- Presentation to the Panel of Judges:
 - November 2019

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For clarifications, please get in touch with Mr. Richmond Q. Acosta,
Project Manager, at (02) 631-0921 local 135/ (02) 631-2156 /
09065611861 or email at acostar@dap.edu.ph /
govbestpractices@dap.edu.ph.

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Government Best Practice Recognition 2019 ENTRY FORM

Instructions: Fill out the form with appropriate information. Please do not leave any fields blank.

Part I: Profile

Title of the Best Practice Organization	Name of Contact Person
Division /Office/Unit	Position / Designation
Address of Organization	Email Address
	Office Phone Number
	Mobile Phone Number
Number of Full-time Employees	
Best Practice Focus Areas/ <i>Identify the process/area of your organization the Best Practice impact upon? (Please choose a maximum of three (3) areas)</i>	_____ Leadership (vision, values, developing leaders, ethics, governance) _____ Social and environmental responsibility (surpassing regulatory and statutory requirements/engaging with the local community) _____ Convergence (Seeking, connecting and forming partnerships for organizational growth) _____ Strategic planning and deployment _____ Customer and citizen focus (understanding customers, building customer relationships, complaints handling, program or project implementation) _____ Strategic performance management (selecting measures, analysis, reporting, balanced scorecard, triple bottom-line) _____ Knowledge management and information technology _____ Human Resource _____ Human Resource Development (education, training, development and learning) _____ Human Resource Engagement (employee teams, empowerment, motivation, and satisfaction) _____ Process management and improvement (in procurement process for example; six sigma, quality control, quality assurance, and quality management, safety, emergency preparedness, risk management) _____ Innovation (in products delivered/services rendered and processes in relation to the mandate) _____ Standards and certification (ISO 9000, ISO 14000, etc.) Others _____

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	<ul style="list-style-type: none"> — Climate change adaptation or mitigation — Integrity management (efforts to prevent corruption activities in the organization) — Financial Stewardship (transparency and accountability)
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Part II: Abstract of the Best Practice
 Be brief, concise, and straight to the point

<p>Summary of the Nominated Best Practice (Maximum 100 Words)</p> <ul style="list-style-type: none"> • Define the Best Practice • Identify who initiated the program • Identify if it is a new innovation or if it is an adoption of an existing practice • If it is an adoption: <ul style="list-style-type: none"> ○ Mention from whom the Practice was adopted ○ Describe what was modified from the original practice • Tell when the Nominated Best Practice was started 	
<p>Background and Problem (Maximum 150 words)</p> <ul style="list-style-type: none"> • Identify the Objectives • Narrate the challenge(s) that the organization experienced that the Best Practice addresses <p style="text-align: center;">OR</p>	

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<ul style="list-style-type: none"> Narrate the circumstances that compelled the creation/adoption of the Best Practice 	
<p>Solution and Impact (Maximum 300 words)</p> <ul style="list-style-type: none"> Explain the best Practice's Theory of Change Identify the methodology and/or components of the Best Practice Narrate the steps done to start and implement the Best Practice Describe the results and impact of the Best Practice; if possible, identify the immediate results and the long-term impact of the Best Practice to the organization, clients, and other stakeholders 	
<p>Milestones (Maximum 100 words)</p> <ul style="list-style-type: none"> Enumerate remarkable results Enumerate awards Next steps 	

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Part III: Best Practice Details

- Tell us why your way of doing things is a "Government Best Practice."
- This will be used in the first in-house screening for Government Best Practice Recognition 2019.
- The following guide questions will help you explain and defend your submission.
- You may add tables and schematic diagram to help you explain/defend your submitted entry. They will not be included in the word count.

Particulars	No. of Characters Including Spaces
<p>Best Practice Description: Systematic, Innovation-led and Stakeholder-Centered (Maximum 2,500)</p> <p>Key questions:</p> <p>I. Describe the practice. Is it an operational or managerial practice, process, system or initiative? How was it designed and implemented? How important is it to the management and to your organization? How many staff and/or customers or suppliers does it affect? How long has it been deployed? How does it contribute in the attainment of the objectives (individual, office or organizational level) or realization of the mandate? How does it relate to your key organization-wide goals?</p> <p>II. What is innovative about the</p>	<p>2500</p>

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<p>practice? Is it a new practice, is it a practice that you gradually improved over time, or is it an idea or practice that you adapted from another organization? Have you received any recognition or award for the practice?</p>	
<p>Best Practice Performance: Results - Oriented (Maximum 1,500)</p> <p>Key questions:</p> <p>I. Describe the non-financial benefits (e.g. increased employee motivation or satisfaction rating, reduced staff turnover, greater productivity, less complaints, increased beneficiary satisfaction rating, etc) and financial benefits, if available (e.g. PHP saved, % increase in revenue or savings, cost-effectiveness, budget utilization, etc) that have resulted from implementing the practice. Provide comparison of results against target and performance trend over time. How do these results compare with the performance of high performing comparable organizations?</p> <p>II. Have you received any recognition or award for the practice?</p>	
<p>Best Practice Action Plan: Dynamic (Maximum 1,000)</p>	

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<p>Key question: How will the best practice be sustained or evolved as necessary? Cite for concrete steps or activities</p>	
<p>Others (Maximum 200 word)</p> <p>Key Questions</p> <ul style="list-style-type: none"> • Is there anything you have not yet mentioned that you think we opt to know? Is there anything you need to add that you think will help us appreciate the value of your entry? 	
<p>Attachments</p> <p>Kindly attach with this form the following:</p> <ul style="list-style-type: none"> • Interesting pictures about your Best Practice that are compelling and ready for publishing • Copy of your Organizational Chart • Other supporting documents that may be used as Means of Verification to the results and impacts that you have mentioned in this entry form 	
<p>*Is the practice a result of a benchmarking activity conducted? If yes, kindly explain in 3-5 sentences how did you go about it and if no, just leave this box blank.</p>	

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CERTIFICATION AND AUTHORIZATION ON RELEASE OF INFORMATION	
<p>We certify that all of the information stated in the submitted entry form is to the best of my knowledge and belief true, correct and complete.</p> <p>We acknowledge that the submitted entry form/s will be reviewed by selected members of the screening committee and of the Panel of Judges to be organized by the Government Best Practice Recognition (GBPR) project team.</p> <p>We hereby further authorize the Development Academy of the Philippines (DAP) to use the information for any relevant purpose beneficial to our organization and to the realization of the overall objectives of the GBPR.</p>	
Prepared by	Approved by
Personnel	Head of Office/Unit/Division
	Head of Agency

For questions or concerns, please get in touch with *Mr. Richmond Q. Acosta and Ms. Jazmin Jill Aller* at (02) 631-0921 local 135/ (02) 631-2156 or by email at govbestpractices@dap.edu.ph.

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