



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS
MANILA

May 14, 2002

CUSTOMS MEMORANDUM ORDER
NO. 24-2002

TO: All Bureau Officials and Employees

SUBJECT: **Program on Awards and Incentives for Service Excellence (PRAISE)**

In line with the Revised Policies on Employee Suggestions and Incentive Awards System (ESIAS) provided under CSC Resolution No. 010112 and CSC MC No. 01 s.2001, the Bureau of Customs hereby adopts the herein Program on Awards and Incentives for Service Excellence (PRAISE) to be referred to as BOC PRAISE.

I. Objectives:

1. General

To encourage, recognize and reward employees' suggestions, innovative ideas, inventions, discoveries, superior accomplishments, heroic deeds, exemplary behavior, extraordinary acts or services in the public interest and other personal efforts contributing to the efficiency, economy and improvement of government operations, whether individually or collectively done.

2. Specific

- 2.1. To establish a mechanism for identifying, selecting, rewarding and providing incentives to deserving employees at the start of each year;
- 2.2. To identify outstanding accomplishments, best practices of employees on a continuing basis;
- 2.3. To recognize and reward accomplishments and innovations periodically or as the need arises;
- 2.4. To provide incentives and interventions to motivate employees who have contributed ideas, suggestions, inventions, discoveries, superior accomplishments and other personal efforts.

II. Scope

The Program on Awards and Incentives for Service Excellence (PRAISE) system shall apply to all officials and employees of the Bureau of Customs.

III. Definition of Terms

1. *Award* – Recognition which may be monetary or non-monetary in nature conferred on an 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, and improvement in government operations and organizational productivity.

2. *Incentive* – Monetary or non-monetary motivation given to an official or employee for contributions, suggestions, inventions, ideas, satisfactory accomplishments or demonstration of exemplary behavior based on agreed performance standards and norms of behavior.
3. *Contribution* – Any input which can be in the form of an idea or performance that will contribute to the efficiency, effectiveness and economy in government operations.
4. *Idea Type Contribution* - Refers to an idea, a suggestion or an invention or discovery for improvement to effect economy in operation, to increase production and improve working conditions.
5. *Performance Type Contribution* - Refers to the 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 year which is over and above the normal performance requirement of an individual or group.
6. *Invention* – The creation of something previously non-existent, whether real or incorporeal which will benefit the government.
7. *Discovery* – is the uncovering of something previously existing but found or learned for the first time which will improve public service delivery.
8. *Suggestion* – An idea or proposal which will intend to improve work performance, enhance systems and procedures and promote economy in operations for the benefit of the government.

IV. Types and Nature of Awards and Incentives:

1. Bureau Wide Awards –

- 1.1. Annually and during the Bureau's Anniversary Celebration, the following awards may be considered for conferment:
 - 1.1.1. *Best Customs Personnel Award* – granted to an individual or individuals who excelled among peers in a functional group, position or profession, such as Best District Collector of Customs, Best Customs Officer in Assessment, in Operations, in Enforcement, in Administration and in Information Technology.
 - 1.1.2. *Best Organizational Unit Award* – granted to the top organizational unit/s which may be a section, a division, an office, a subport or a port on the basis of meeting agreed targets and other pre-determined criteria.
 - 1.1.3. *Cost Economy Measure Award* – granted to an employee or organizational unit/division/port who have made a significant contribution to the service in terms of ideas, suggestions, inventions, discoveries or exemplary performance of functions during the year which has resulted in savings in terms of manhours and/or actual costs or otherwise have benefited the Bureau and the government as a whole, provided, however, that in case of monetary award, such will not exceed 20% of the amount of savings generated from the measure implemented.
 - 1.1.4. *Others as may be determined by the Praise Committee*
- 1.2. Pursuant to existing regulations and others that may be issued, the following incentives shall be continually enforced and implemented:
 - 1.2.1. *Length of Service Incentive* – given to an employee who has rendered at least three (3) years of continuous satisfactory service in the same position pursuant to Joint CSC-DBM Circular No. 1, s. 1990.

1.2.2. *Productivity Scheme* – given to all employees who have performed at least satisfactorily for the year covered in accordance with the Bureau's Performance Evaluation System.

2. Service/District Port Awards –

As often as maybe necessary and in such fitting occasions such as the District's Flag Raising Ceremony, the following awards maybe considered subject to funds availability:

- 2.1. *Service Award* – conferred on personnel who is due for compulsory retirement
- 2.2. *Gantimpala Agad Award* – given outright to employees commended for courtesy, promptness, honesty, efficiency, dedication to duty, etc. such as apprehensions by CIIS/ESS/Customs Officers, meeting monthly collection targets.
- 2.3. *Loyalty Incentive* – granted to an employee who has continuously and satisfactorily served the Bureau for at least 10 years. The recipient shall be entitled to a cash award of not less than 500.00 pesos but not more than 1,000 pesos per year during the first ten years. Succeeding awards shall be given every five (5) years thereafter, under the following categories:

10 And 15 years : Bronze

20 & 25 years: Silver

30, 35 & 40 years: Gold

- 2.4. *Other awards as maybe determined by the Service/District Praise Committee*

3. Nature of Awards - Apart from the usual Trophies, Plaques and Certificates, the following forms of incentives maybe considered, subject to funds availability:

- a. Monetary Award
- b. Compensatory Time-Off
- c. Flexiplace (working outside the office)
- d. Salu-salo Together (meals hosted by superiors)
- e. Personal Growth Opportunities (Attendance to conferences, books, journals, seminars, and other learning experiences)
- f. Travel Packages
- g. Other Incentives in kind (pins, merchandise, computers, cellphones, etc.)

V. The PRAISE Committee

1. Composition

1.1. For Bureau Wide Awards

Chairman – Commissioner of Customs or duly authorized representative

Vice-Chairman – Deputy Commissioner for Internal Administration Group

Members – Director, Financial Management Office

Director, Administration Office

Director, Legal Service

Chief, Planning and Policy Research Division

Two representatives of the duly accredited employee association, one from rank and file, and one from second level

Secretariat – Chief, HRMD

1.2. For Service/District Port Awards

- Chairman - Deputy Commissioner, IAG for OCOM/ Respective District Collector of Customs for the ports
- Members - At least 3 responsible officials from OCOM/ District Port to be designated by the Chairman
At least 2 representatives from the accredited Employee association, one from the rank and file
And one from second level
- Secretariat - HRMD for OCOM/
Respective Admin Chief for the ports

2. Duties and Responsibilities

The PRAISE Committee at the Bureau Wide and District Port levels shall be responsible for the development, administration, monitoring and evaluation of the awards and incentives system of the Bureau of Customs. As such, the Committee/s shall meet periodically to perform the following tasks:

- Establish a system of incentives and awards to recognize and motivate employees for their optimum performance and best conduct;
- Formulate, adopt and amend internal rules, policies and procedures to govern the conduct of their activities which shall include the guidelines to be observed in evaluating the nominees and the mechanism for recognizing awardees;
- Determine the appropriate forms of awards and incentives to be granted;
- Monitor implementation of approved suggestions and ideas through regular feedback and reports;
- Prepare plans, identify resources and proposed budget for the system on an annual basis;
- Develop, produce, distribute a system policy manual and orient the employees on the same;
- Document best practices, innovative ideas and success stories which will serve as promotional materials to sustain interest and enthusiasm;
- Submit an annual report on the awards and incentives system to the CSC on or before the 30th day of January;
- Monitor and evaluate the system's implementation every year and make essential improvements to ensure its suitability to the Bureau; and
- Address issues relative to awards and incentives within fifteen (15) days from the date of submission.

The PRAISE Committee/s may also employ external or independent body/ies to assist them attain a more judicious and objective implementation of this system of incentives and awards.

VI. Funding

The agency shall allocate at least 5% of the HRD funds for the PRAISE and incorporate the same in its annual Work and financial plan and budget.

VII. Effectivity

This BOC PRAISE shall become effective after final evaluation by the Civil Service Commission. Subsequent amendments shall likewise be submitted to the CSC for evaluation and shall take effect immediately.

VIII. Commitment

I hereby commit to implement and abide by the provisions of this CUSTOMS PRAISE which shall be the basis for the grant of awards and incentives including Productivity Incentive Bonus.

The annual PRAISE Report shall be submitted to the CSC Regional Office concerned on or before the 30th day of January to enable our employees to qualify for nomination to the CSC sponsored national awards such as the Lingkod ng Bayan, Dangal ng Bayan and Pagasa Awards.



ANTONIO M. BERNARDO
Commissioner

CSC ACTION:

I have evaluated the herein BOC PRAISE and found it to be in accordance with CSC MC No. 1, s. 2001 and may now be implemented.

CSC Regional Director

Date _____