



GSIS Government Service Insurance System
Financial Center, Pasay City, Metro Manila 1308

POLICY AND PROCEDURAL GUIDELINES NO. 294-15

FUNCTIONAL AREA : Human Resources
DISTRIBUTION : All GSIS Executives and Employees
SUBJECT : **THE REVISED GSIS AWARDS AND RECOGNITION SYSTEM**

I. BACKGROUND

The **GSIS Awards and Recognition System (GARS)** was created and approved under Board Resolution No. 84 dated 11 May 2007 with the primary objective of promoting a culture of excellence by providing incentives and awards to deserving employees for meritorious performance, exemplary behaviour and contribution of innovative ideas which benefit the System. Its provisions were amended under Board Resolution No. 197 dated 18 November 2009 to further enhance the awards system by allowing more employees and executives to be given due recognition. Management directed the review of the existing GARS to ensure its alignment and compliance with the provisions of the Civil Service Commission (CSC) Program on Awards and Incentives for Service Excellence (PRAISE) pursuant to CSC Memorandum Circular No. 01, s. 2001, which provided for the guidelines on establishing the mechanisms for the incentives and awards based on performance, innovative ideas and exemplary behaviour in government service. The GARS is hereby reconstituted, to be known as the **GAwad LINGkod ng GSIS** or the **GALING ng GSIS**.

II. OBJECTIVE

The **GAwad LINGkod ng GSIS** or the **GALING ng GSIS** is designed to encourage creativity, innovativeness, efficiency, integrity, productivity and service excellence in the System by recognizing and rewarding executives and/or employees, individually or in groups, for their suggestions, interventions, superior accomplishments or for other extraordinary acts or services for the improvement of GSIS operations in particular and public service, in general.

III. GENERAL POLICIES

A. Coverage

The program shall apply to all career and non-career service executives and employees of the GSIS.

B. Types of Awards

1. System Level Awards

1.1. GALING Kawani Awards – shall be conferred to individuals for consistent, dedicated performance exemplifying the best in his/her profession or occupation, resulting in the successful implementation of an idea or performance, which is of significant value to the System. Said awards shall have the following categories:

1.1.1. Executive/Middle Management

1.1.1.1. Executive/Managerial positions – for Salary Grade (SG) 24 to 26 in the Branch Office and SG 26 and up in the Central Office, who provide leadership to supervisors and staff and are accountable for the performance and results of the divisions under them. Functions include the development of departmental plans, organizational priorities, control resources and policy formulation in the area of responsibility. There shall be a maximum of five (5) awardees for this category; and

1.1.1.2. Supervisory positions – for SG 21 to 25 involved in managing employees and are accountable for the performance and results of a team. The functions of these positions also include the adoption of departmental plans and priorities to address resources and operational challenges. There shall also be a maximum of ten (10) awardees for this category, five (5) for the Operations Groups and five (5) for the Support Groups.

1.1.2. Professional Level

1.1.2.1. Operations Group – This level comprises the positions whose work are primarily achieved by an individual or through project teams, positions under SG 12 to 20 and SG 21-25 which are classified as non-supervisory positions and require the application of expertise in professional or technical

areas to achieve results in the Operations Groups. There shall be five (5) awardees for this category.

1.1.2.2. Support Group – This level comprises the positions whose work is primarily achieved by an individual or through project teams, positions with SG 12 to 20 and those with SG 21-25 and are classified as non-supervisory positions, to achieve results in Functional Groups (FGs) supporting GSIS operations. There shall be five (5) awardees for this category.

1.1.3. Clerical/General Staff – This category includes all positions responsible for performing clerical or administrative support tasks and positions under SG 1 to 11. This is an entry level job with work that is prescribed and completed with little autonomy or under close supervision or under clearly defined procedures. There shall be a maximum of five (5) awardees for this category and shall cover all FGs.

1.2. GALING Sangay Award – shall be granted by the President and General Manager (PGM) to offices under the Operations Groups which were conferred an **Excellent Rating** or a **Seal of Excellence Award** given by the CSC ARTA for the previous year.

1.3. GALING Pagbabago Award – shall be granted to employees or a team of employees whose contributions, which may be in the form of ideas, suggestions, innovations or program, resulted in savings to the organization in terms of manhours and cost or otherwise benefit the agency and government as a whole. There shall be a maximum of two (2) awardees for this category.

2. National Awards

The GSIS shall participate in the search for deserving employees who may be included in the screening of candidates for awards given by other government agencies, private entities, Non-Governmental Organizations, and other award-giving bodies, by sending nominations or upon invitation or request by said institutions. Awardees from the GSIS System Level Awards may be nominated to the National Awards.

C. Types of GALING Karunungan Incentives

The **GALING Karunungan Incentive** shall be given to the following:

1. Employees under SG 1-11 who completed a Bachelor's Degree, while working in the GSIS without receiving financial assistance from the GSIS;

2. Employees who passed a licensure examination or were awarded special certifications in their respective professions from duly accredited government agencies or international professional associations while working in the GSIS without receiving financial assistance/scholarship/training grant from the GSIS. The said license or certification should be directly related to the job in the GSIS.
3. Employees who placed in the Top Ten (10) of a licensure examination. The said license or certification may or may not be directly related to the job in the GSIS.
4. Employees who passed a licensure examination directly related to the job in the GSIS and who at the same time placed in the Top Ten of the said licensure exam shall receive both the cash reward for passing the licensure exam and the cash reward for being in the Top Ten.

D. Forms of Rewards

Awardees shall be granted the following cash rewards:

GALING Award	Cash Reward
Kawani Award	PhP 30,000.00
Sangay Award	
Excellent Rating	PhP 50,000.00
Seal of Excellence Award	PhP 150,000.00
Pagbabago Award	PhP 30,000.00
GALING Incentive	Cash Reward
GALING Karunungan Incentive for:	
Completing a Bachelor's Degree	PhP 30,000.00
Passing a licensure examination or being awarded special certification (directly related to job)	PhP 30,000.00
Landing in the Top Ten (10) in a Licensure Examination	PhP 50,000.00

The cash reward for the Galing Sangay Award shall be used for staff development activities to promote cooperation and camaraderie among employees. It shall be disbursed in accordance with existing accounting rules and regulations.

E. Criteria

1. The criteria for the **GALING KAWANI Award** shall be as follows:

Criteria	Executive/ Middle Level	Professional Level	General/ Clerical Level
Outstanding Achievement or Performance	40%	30%	20%
Results Driven	30%	30%	40%

Outstanding Service to other Employees or Visitors	20%	30%	30%
Extra-Curricular Activities	10%	10%	10%
TOTAL	100%	100%	100%

- 1.1. Outstanding Achievement or Performance – shall be based on the nominee's most recent HR-validated Performance Appraisal Rating.
- 1.2. Results Driven - the maintenance of an exceptional record for achieving important results with meaningful impact on the stakeholders as reflected in the nominee's achievement and timeliness of his or her targets in the unit's plans and programs and accomplishment report.
- 1.3. Outstanding Service to other Employees or Visitors – actions that are especially helpful or make a good impression on others such as doing things for others that are beyond job requirements, performing in an exceptionally courteous and cooperative manner. For Executives and Middle Management, this shall include actions that help provide employees with opportunities to learn and to be rewarded such as making special efforts to recognize excellence in others, creating extra opportunities to improve skills and abilities and contributing to an exceptionally supportive, team-oriented environment. These shall be reflected in letters of appreciation or commendation which may be given by the stakeholders or other clients.
- 1.4. Extra-curricular activities - active membership, involvement or affiliation of nominees in different GSIS committees or accredited professional and/or socio-civic clubs in support of activities or programs of the System or professional development, as certified by the Chairperson of said clubs.
2. The criterion for the **GALING Sangay** award shall be the conferment of an Excellent Rating or an ARTA Seal of Excellence award by the CSC for the previous year.
3. The criteria for the **GALING Pagbabago Award** shall be as follows:

CRITERIA	DESCRIPTION	WEIGHT ALLOCATION
Impact of Achievement	Extent to which the contribution has increased productivity and improved systems and procedures, the paradigm shift it has caused and the number of persons benefited. This may be reflected in the Implementation Report required for submission by the Committee.	40 %

Reliability and effectiveness	Extent to which the contribution has effectively and efficiently addressed a pressing need and improved service delivery.	20 %
Economy on operations	Extent to which the amount of resources has been used to achieve the result or output as reflected in the Cost Benefit Analysis required for submission to the Committee, supported by a financial report from the Controller Group.	20 %
Relevance	Extent to which the working conditions and services to members have been considerably affected.	20%

IV. AWARD PARAMETERS

A. SYSTEM LEVEL AWARDS

GALING Kawani Award

1. The period covered for the performance rating requirement shall be for the HR-validated performance rating for the calendar year immediately preceding the nomination period.
2. Accomplishments/achievements within the one-year period immediately preceding nomination period shall be the bases for nomination.
3. The GSIS Awards and Recognition Committee (GARC) shall evaluate all qualified executives/employees based on the prescribed standards as follows:

BENCHMARKS	VALIDATION
a. Outstanding Achievement/ Performance	Individual accomplishment report and most recent HR-validated Performance Appraisal Rating.
b. Results Driven	Accomplishment report based on approved plans and programs with percentage on timeliness and quality of work.

c. Outstanding Service to other Employees or Visitors	Attendance record; Certification of no pending administrative and grievance case; Duly documented commendation by clients or stakeholders on nominee; Summary of results from the survey conducted by GARC on at least four (4) raters, namely: the supervisor, peer, subordinate and direct client of the nominee who shall be invited to participate in rating the nominee.
d. Extra-Curricular Activities	The GARC shall give 3% for membership in socio-civic clubs or organizations, or 4% for membership in Technical Working Groups or Task Force; and additional 3% for holding officer positions in said socio-civic organizations

4. The nominated executive or employee must meet the following requirements:
 - 4.1. Must have been in the GSIS for at least two (2) years and must be an incumbent of his or her current position for at least one (1) year prior to nomination;
 - 4.2. Has been rated at least Very Satisfactory for two (2) consecutive rating periods within a calendar year or one (1) Outstanding for the most recent HR-validated performance rating period;
 - 4.3. Has not been found guilty of any administrative or criminal offense and has no pending administrative case at the time of nomination;
 - 4.4. Must be indorsed by the concerned VP and SVP.

GALING Sangay Award

5. This award shall be granted to the organizational units conferred with an Excellent rating or an ARTA Seal of Excellence award by the Civil Service Commission.

GALING Pagbabago Award

6. All GSIS executives and employees or organizational units are eligible to the Pagbabago Award provided that the individual or organizational unit implemented an idea, suggestion, or innovation that addressed a pressing need and/or improved service delivery and resulted in savings in the program/unit's budget.

B. GALING KARUNUNGAN INCENTIVES

The nominated executive or employee for **GALING Karunungan Incentives** must meet the following requirements:

1. Must have been in the GSIS for at least two (2) years; and
2. Has not been found guilty of any administrative or criminal offense and has no pending administrative case at the time of nominations.

V. GENERAL GUIDELINES AND TIMELINES

- A. Any immediate superior, any co-worker, with the endorsement of the concerned executives may nominate any qualified GSIS executive and/or employee for the System Level Awards or the GALING Karunungan Incentives.

The following are the documents to be submitted:

Awards	Documents to be Submitted
GALING Kawani	<ol style="list-style-type: none">1. Memorandum to the GARC stating justification for the nomination;2. Concrete proofs such as clippings, pictures and other documents that can support the nomination; and3. Copy of most recent HR-validated Performance Appraisal Rating
GALING Pagbabago	<ol style="list-style-type: none">1. Memorandum to the GARC stating the description of the contribution;2. Certification from the respective executive that the contribution emanated from the employee or team;3. Implementation report for at least six (6) months by the concerned unit head;4. Cost-benefit analysis as prepared by the concerned employee or unit, supported by a financial report from the Controller Group.
GALING Sangay	Proof of award or notice of Excellent rating or Seal of Excellence award from the CSC ARTA.
Incentive	Documents to be Submitted
GALING Karunungan Incentives	<ol style="list-style-type: none">1. Memorandum to the GARC stating justification for the nomination; and2. Concrete proofs such as clippings, pictures and other documents that can support the nomination

B. Nominees may be automatically disqualified under any of the following circumstances:

1. Late or non-submission of requirements to the GARC;
2. Misrepresentation of any information made in the documents submitted;
or
3. Solicitation from the Committee members or secretariat and/or other intermediaries for special favour or consideration of award or incentive.

C. An annual PRAISE Report, consisting of the awards and incentives by the GSIS for the Calendar Year immediately preceding, shall be submitted to the CSC on or before the 30th day of January, to enable the awardees to qualify, if merited, to the CSC National Level Awards.

D. The parameters and timeline for the nomination, evaluation and awarding of the **GALING ng Kawani Awards** shall be as follows:

ACTIVITY	CONCERNED UNIT OR PERSON	TIMELINE
Submission of nominations to the Technical Working Group	Nominators	2 weeks (January)
Initial screening of nominations and submission to GARC	Technical Working Group	2 weeks (January)
Consolidation of nominations and submission to Committee members for review	GARC Secretariat	2 weeks (February)
Convening of GARC for evaluation of qualifications of nominees	GARC Secretariat	1 month (February to March)
Prepare final list and draft of Board Resolution for approval by the Board of Trustees	GARC Secretariat	1 week (March)
Submit to the Corporate Governance Committee through the PGM for review	GARC	April
Submit to the Board of Trustees for approval	GARC	April
Upon approval, provide copy to the HRO and Controller Group	GARC Secretariat	Within 1 week from receipt of Board Resolution
Coordinate with concerned units for provision of necessary rewards	GARC Secretariat	May

Awards in the form of certificates of recognition shall be conferred to the awardees during the GSIS Anniversary Celebration	PGM	May
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- E. For the grant of the **GALING Pagbabago Award**, the Committee shall accept nominations during the first two (2) weeks of January of the given year. Upon submission by the concerned unit head of the requirements, the GARC shall evaluate the same and if merited, recommend to the PGM for approval.
- F. The **GALING Sangay Award** shall be granted to the awardees of an Excellent rating or Seal of Excellence award from CSC ARTA. Said award shall be conferred to the awardees during the GSIS Anniversary Celebration.
- G. For the grant of the **GALING Karunungan Incentives**, the following procedures shall apply:
1. Nomination. The immediate superior of the concerned employee/s shall submit a nomination to the GARC through a memorandum, identifying the employee/s who are entitled to the incentive.
 2. Evaluation. Upon receipt of nomination, the GARC shall validate the entitlement to the incentive of said employee and submit the name and recommendation for approval by the PGM.
 3. Approval or Grant of Incentive. The GARC shall inform the employee of the approval of the grant of incentive. The incentive can be given during the flag ceremonies.

VI. THE GSIS AWARDS AND RECOGNITION COMMITTEE (GARC)

- A. The **GARC** shall hereby be created and composed of the following:

Chairperson : PGM or his or her Authorized Representative
Members : SVP, Controller Group
SVP, Corporate Services Group
SVP, Operations Group
VP, Human Resources Office
Two (2) Representatives from the Kapisanan ng mga Manggagawa sa GSIS (KMG)

Secretariat : Human Resources Office

- B. The **GARC** shall be responsible for the development, administration, monitoring and evaluation of awards and incentives in the GSIS. As such, the Committee shall meet periodically to perform the following tasks: