ADOPTION OF THE CODE OF CONDUCT FOR PRA OFFICIALS AND EMPLOYEES

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In the interest of the service and in order to tighten individual and collective responsibility towards pursuing PRA's goals and objectives, this Code of Conduct specific to PRA officials and employees is hereby adopted for implementation effective immediately.

The Code covers many of the provisions in RA 6713 or the Code of Conduct and Ethical Standards for Public Officials, but while RA 6713 consisted of general and motherhood provisions applicable to situations in government, the PRA Code covers specific provisions suitable to PRA's operational features.

The adoption of this Code is an expressed manifestation of ethical governance in our agency.

For compliance.

(SGD.) REYNALDO DE LEON LINGAT, CSEE
Acting General Manager

Attachment

CODE OF CONDUCT FOR OFFICIALS AND EMPLOYEES OF THE PHILIPPINE RETIREMENT AUTHORITY (PRA)

WHEREAS, Executive Order No. 1037 issued by the Office of the President on July 04, 1985, provides that the Philippine Retirement Authority shall implement the national policy on the "development and promotion of the Philippines as a means of accelerating the social and economic development of the country, strengthening its foreign exchange position at the same time best quality of life to the targeted retirees in a most attractive package";

WHEREAS, the Philippine Retirement Authority (PRA), as a government-owned and controlled corporation, maintains public office as a public trust and conforms to the tenet that all its officers and employees be at all times accountable to the people, and serve the latter with integrity, loyalty and the highest level of efficiency;

WHEREAS, the Constitution of the Philippines provides that the prime duty of the Government is to serve and protect the people;

WHEREAS, PRA officials and employees strive at all times to uphold the tradition and discipline of a public servant, to carry themselves as the best representatives of the Filipino nation, who are born from a line of God-fearing heroes and imbued with respect for people of other cultures and religions to improve themselves physically, morally and professionally; to always follow and execute the lawful orders of their superiors; to always hold the interest of PRA above their respective personal interest and always to be dedicated, honest, efficient and respectable officials and personnel of the Authority;

WHEREAS, the officials and employees of PRA bind themselves to develop and shape their behavior in accordance with positive values in pursuit of its mandate and objectives;

WHEREAS, PRA envisions itself as espousing corruption prevention as a corporate policy anchored on its core values of service excellence, moral integrity, innovation, leadership, efficiency, availability, teamwork, loyalty, identity, fairness, and enthusiasm;

WHEREAS, while there is statutorily provided under RA 6713 provisions governing conduct and ethical standards for officials and personnel in government service, there are norms of conduct specific to PRA, particularly as it caters to the retirement needs of a discerning and internationally originating clientele;

NOW, THEREFORE, the management, on behalf of its officials and employees, and consistent with the provisions of the Philippine Constitution, RA 6713 on the Code of Conduct for Government Officials and Employees, RA 3019 or the Anti-Graft and Corrupt Practices Act of 3010, RA 9485 or the Anti Red Tape Act of 2007, various Civil Service Commission and PRA regulations and Office Orders, do hereby promulgate this CODE OF CONDUCT specifically for officials and employees of the PRA, to wit:

Rule I
COVERAGE

This Code shall apply to all officials and personnel of the Philippine Retirement Authority (PRA) whether permanent, temporary, co-terminus, contractual or outsourced from a manpower contractor, and including but not limited to its top management and middle management officials as well as to rank and file personnel.

Rule II
OBJECTIVE

This Code of Conduct is formulated and institutionalized to be the guide of PRA officials and employees in pursuing the highest possible degree of professionalism and ethical standards of corporate governance in the Authority.

Rule III
NORMS OF CONDUCT AS PRA OFFICIALS AND EMPLOYEES

Every PRA official and employee shall observe the following standards as specifically provided in RA No. 6713 in the discharge and execution of official duties:

SECTION 1. Commitment to Public Interest. PRA officials and personnel shall at all times seek public interest over their personal interest. They shall employ the powers of their respective office and use all government resources efficiently, effectively, honestly and economically, particularly to avoid wastage and public funds and revenues.

SECTION 2. Professionalism. In PRA, officials and employees shall perform and discharge their duties with the highest degree of excellence, professionalism, intelligence and skill. They shall enter public service with utmost devotion and dedication to duty. They shall endeavor to discourage wrong perceptions of their roles as dispensers or peddlers of undue patronage.

SECTION 3. Justness and Sincerity. PRA officials and employees shall remain true to the people at all times. They must act with justness and sincerity and shall not discriminate against anyone, especially the poor and the underprivileged. They shall at all times respect the rights of others, and shall refrain from doing acts contrary to law, good morals, good customs, public policy, public order, public safety and public interest. They shall not dispense or extend undue favors on account of their office to their relatives whether by consanguinity or affinity except with respect to appointments of such relatives to positions considered strictly confidential or as members of their personal staff whose terms are coterminous with theirs.

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SECTION 4. Political neutrality. Public officials and employees shall provide service to everyone without unfair discrimination and regardless of party affiliation or preference.

SECTION 5. Responsiveness to the public. Public officials and employees shall extend prompt, courteous, and adequate service to the public. Unless otherwise provided by law or when required by the public interest, public officials and employees shall provide information of their policies and procedures in clear and understandable language, ensure openness of information, public consultations and hearings whenever appropriate, encourage suggestions, simplify and systematize policy, rules and procedures, avoid red tape and develop an understanding and appreciation of the socio-economic conditions prevailing in the country, especially in the depressed rural and urban areas.

SECTION 6. Nationalism and patriotism. Public officials and employees shall at all times be loyal to the Republic and to the Filipino people, promote the use of locally produced goods, resources and technology and encourage appreciation and pride of the country and the people. They shall endeavor to maintain and defend Philippine sovereignty against foreign intrusion.

SECTION 7. Commitment to Democracy. PRA officials and employees shall commit themselves to the democratic way of life and values and maintain the principles of accountability.

SECTION 8. Simple Living. PRA Officials and employees shall lead modest lives bereft of trappings of power and luxurious lifestyle. They should provide no reason for people to suspect that their positions in PRA are self-enriching and financially rewarding.

Rule IV
DUTIES OF PRA OFFICIALS AND EMPLOYEES

SECTION 1. All PRA officials and employees shall undertake the duty to promote client satisfaction and improve delivery of public service.

SECTION 2. PRA officials and employees are obliged to conduct themselves with their clientele in a manner that would promote the best image and interest of PRA. They shall be courteous, business-like, fair, diplomatic and tactful.

SECTION 3. All PRA officials and employees shall act promptly on requests sent by any client through any means of communication. The response time must not be longer than five (5) working days from date of receipt in the case of simple transactions and ten (10) working days in the case of complex transactions.

SECTION 4. PRA officials and employees shall return the application or request to the client with the appropriate action taken. In case the application or request is disapproved, the official or employee who rendered the decision/action shall send a formal notice to the client within five (5) working day from the receipt of the request and/ or application, stating the reason and grounds for disapproval and including the specific list of requirements which the client needs to accomplish/submit.

SECTION 5. PRA officials and employees shall adopt working schedules that would ensure uninterrupted delivery of frontline services from eight o’clock (8:00 a.m) to five o’clock (5:00) pm. by adopting appropriate mechanisms, such as but not limited to rotation system, sliding flexi-time, reliever system or skeletal system during lunch and snack times.

SECTION 6. In view of the nature of PRA service delivery to its clients, PRA officials and employees may be asked to attend to their functions outside of the time above indicated.

SECTION 7. PRA officials and employees transacting with clients shall wear official identification cards at all

times and be in the prescribed uniform for the day.

SECTION 8. A PRA employee who is knowledgeable on frontline services shall always be available to man a Public Assistance Desk or Contact Center Desk, specifically to attend to consultation and render advices on 24/7 basis. PRA shall utilize hotline numbers, short messaging service and other information communication technology mechanisms by which clients may express their complaints, comments or suggestions. The said Desk must be an important component of the One-Stop-Shop or walk-in- service counters that may also include courtesy lanes for elderly and disabled clients.

SECTION 9. The General Manager of the PRA shall limit the number of signatories to a maximum of three (3) officers or employees directly supervising the evaluation, approval or disapproval of the request, application or transaction. He shall prescribe through an appropriate office order, the proper authority to sign in the absence of the regular signatory.

SECTION 10. The General Manager shall designate a Task Force in PRA to prepare a Citizens' Charter pursuant to RA 9485 and its Implementing Rules and Regulations. The said Citizen's Charter shall be in the form of information billboards to be posted at the entrance of offices or at the most conspicuous places or to be disseminated in the form of printed materials in English and other languages, when possible.

Rule V
CONFLICT OF INTEREST

SECTION 1. A PRA official or employee shall avoid at all times any personal interest that may affect his objectivity and independence of judgment in the discharge of his function. He shall desist from actual or potential conflict of interest where he is in a position to influence a decision that may result in personal gain or gain for a relative within the third degree of consanguinity or affinity.

SECTION 2. Officials and employees of PRA shall not in any way, engage directly or indirectly in the following or similar acts:

> (a) Enter into any contract with the PRA and its various clients and business partners for supply of any product or services, lease or sale of any of his property;
>
> (b) Enter into provision of any form of services to PRA clients, merchant partners, marketers, facilities' developers in exchange for a fee/honorarium or favor such as his own employment on consultancy or contractual basis, including that of his family within the 3[rd] level of consanguinity or affinity;
>
> (c) Recommend any person for employment in an agency which had done past business, transacting current or prospecting future business with PRA.

SECTION 3. When a conflict of interest arises, the concerned PRA official or employee shall resign his position in any private business owned by him or by PRA's business partners or co-owned by the retiree within thirty (30) days from his assumption to office. He shall also divest himself of his shareholdings or business interest with the enumerated agencies within 60 days from said assumption into office.

Rule VI
CONFIDENTIALITY

SECTION 1. PRA officials and personnel shall not disclose to any unauthorized person any confidential information acquired by the former in their respective positions. Confidential information relating to cases being heard and legal matters being attended to as well as policy issuances not yet made public shall be released by a PRA official or employee only if he is authorized to do so by the General Manager by means of a written office

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order-designation.

SECTION 2. PRA officials and personnel who are leaving the service for reasons of resignation, termination of contract or dismissal shall be bound to keep to themselves confidential information acquired by them during their employment in PRA.

Rule VII
TRANSPARENCY AND ACCESS TO INFORMATION

SECTION 1. PRA officials and employees shall exercise transparency and openness of information on public transactions that involve public interest such as biddings, procurement, financial transactions, processing of the SRRVisa, and retirees' investment under the PRA Program.

SECTION 2. They shall state their office policies and procedures in clear and simple language to simplify or improve systems and procedures.

SECTION 3. Upon written request and consent of the party involved, PRA officials and employees shall make available public documents for inspection by the public during office hours, except public documents as the following:

(1) Information on the retirees, their personal circumstances, bank deposits, residences, etc. because of risks to their personal security and enjoying retirement in the country;
(2) Information, record or document which must be kept confidential in the interest of national defense or security or the conduct of foreign affairs;
(3) Disclosure which would put life and safety of any individual who is in imminent danger;
(4) Information on draft decisions, orders and policy decision of PRA;
(5) Information invading personal privacy of any PRA officer or employee such as personal contact numbers and addresses;
(6) Information particular to an investigation which would interfere with enforcement proceedings, deprive a person of a fair trial or impartial adjudication, disclose confidential information or confidential source of such information; and
(7) Information on investigative techniques and procedures.
(8) Information on the financial position of PRA that may give rise to speculation and/or false understanding and assumptions

Rule VIII
NEPOTISM

SECTION 1. No appointment in the PRA, whether on contractual or regular-plantilla basis, shall be issued to relatives within the 3rd degree of consanguinity or affinity, except those in confidential capacity. The rule on nepotism covers all kinds of appointments whether original, promotions, transfers, reemployment and regardless of status, including casuals and contractuals but except consultants.

SECTION 2. Supervision by the head of a department, division or section over an employee- relative within the 3[rd] degree of consanguinity or affinity shall not be allowed.

SECTION 3. In case of marriage between officials or employees in the same department, division or section in PRA, the General Manager shall immediately implement a change of assignment, reassignment or transfer for one (1) of the married couple.

Rule IX
MORALITY IN THE PRA SERVICE

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SECTION 1. It shall be a major policy of PRA to prevent immorality, corruption, drug addiction, and gambling among its officials and employees.

SECTION 2. PRA officials and employees shall inhibit themselves from lavish spending and frequenting of bars, gambling places and similar places of entertainment.

SECTION 3. A high degree of morality shall be expected from PRA officials and employees. Illicit relationships and disgraceful and immoral conduct inside the work place shall be dealt with immediate administrative sanction.

SECTION 4. PRA officials and employees are prohibited from using drugs or substances during official work hours and even during off-hours. They are asked to desist from any misconduct that could result to humiliation and discredit to PRA. Only for medicinal purposes and with doctor's advice could drugs and substances be taken.

Rule X
SPECIFIC RESPONSIBILITIES OF PRA OFFICIALS AND EMPLOYEES

A. Enforcement of the Code.

SECTION 1. The General Manager and all other officials of PRA down to the level of Chiefs of Divisions shall ensure that proper information and guidance on this Code of Conduct is disseminated to all employees under their respective charges and explained to the latter in full or in part on specific occasions and when needed.

SECTION 2. PRA officials should hold themselves as models for their subordinates particularly in attendance and decorum. PRA employees/subordinates shall treat their supervisors with respect not only for the person but for the position and rank being represented by their superiors.

SECTION 3. It shall be the responsibility of the supervisor to take preventive corrective action, during, or immediately after the commission of a violation of this Code by his subordinate. If the supervisor does not take this responsibility, he shall be held accountable for neglect of duty.

SECTION 4. A supervisor is presumed to have knowledge of the commission of an offence or violation of this Code in any of the following circumstances:

(1) When the offense or violation to this Code is widespread within his area of jurisdiction;

(2) When the offense or violation to this Code is repeatedly or regularly committed within his area of responsibility; or

(3) When members of his immediate staff or personnel are involved.

SECTION 5. The individual PRA employee is required to know this Code of Conduct by heart, always to seek information in case of doubt in the application of the provisions of this Code, and to always be aware of the consequences of his violation of any of its rules.

SECTION 6. The PRA employee shall report any violation of this Code to the General Manager, through his immediate supervisor, especially if it concerns serious violations such as fraud, conspiracy to commit fraud, falsification or mutilation of records and documents, or similar acts.

SECTION 7. The PRA employee shall submit information on unethical practice or grave misconduct committed by other employees, including abuse in the use of and loss of any accountable PRA property.

B. Office Attendance

SECTION 1. The official work time for all PRA officials and employees shall be eight (8) work hours each work

day from Monday to Friday starting at 8:00 a.m. to 5:00 p.m., exclusive of time for lunch and snacks, and inclusive of time offs approved by the General Manager. Record of said attendance shall be accomplished on a machine-validated Daily Time Record in addition to a biometric access machine which is information-technology generated. A PRA official or employee shall have no record of more than nine (9) tardiness in a month, otherwise he shall be subject to disciplinary action.

The PRA official and employee is given a grace period of five (5) minutes before being considered tardy in coming to office in the morning or in the afternoon. However, said grace period must be limited to only three (3) times in a month and due to justifiable causes endorsed by his immediate supervisor.

Falsification or irregularity in keeping of time records will render a PRA official or employee liable to appropriate administrative action.

PRA officials and employees are expected to answer calls for duty from higher officials and superiors outside of regular/official work hours in the interest of the service..

SECTION 2. Absence from work due to illness or emergency requires that the PRA employee notifies his supervisor as soon as possible. Sick leave may be granted on account of his sickness or the sickness of any member of his immediate family living in his home and dependent on him for support. It is also granted when the employee would seek medical, or dental treatment. Sick leave exceeding five (5) days shall be documented with a medical certificate.

SECTION 3. Each PRA employee going on under time from work shall file a locator slip indicating time of departure and time of return to the office. The Locator Slip, whether for official or personal purpose shall likewise be approved by the employee’s immediate supervisor. Personal time-offs without prior permission as well as unauthorized absences that is prolonged and recurring shall be subject to disciplinary action, including separation.

C. Accountability Over Cash Advances and PRA Property

SECTION 1. A PRA official or employee shall be accountable for all things of value assigned to him by virtue of his position and for which he is issued a memorandum- receipt. He shall not appropriate the said property for his personal use or dispose of it except in accordance with established procedures.

SECTION 2. Any PRA property is expected to be protected , conserved and its use for official property maximized at all times. Its loss and damage shall be immediately reported to the Administrative Division. The property shall be returned immediately to the said Division upon separation from the service as a requirement for the employee’s clearance.

SECTION 3. Specifically with respect to accountability over cash and money advanced from PRA, each officer and employee shall liquidate his cash advance immediately on the next working day when the purpose for such cash advance has been completed. This is to forestall the risk that the said remaining amount of the cash advance would be used for a purpose not intended for the cash advance.

SECTION 2. The submission of all other required liquidation documents such as receipts for purchases or reports for local or international travels may just follow later but not later than ten (10) days from the date of the cash advance for petty operating expenses and/or purchases; thirty (30) days for local travel; and sixty (60) days for foreign trips.

SECTION 3. When a cash advance has not at all been used/expended for a period of one (1) week, it shall immediately be returned to the Finance Division.

SECTION 4. All records and documents in the custody of PRA officials and employees in connection with their

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functions shall not be concealed, mutilated, altered, destroyed or disposed off unless in accordance with disposal procedures.

SECTION 5. Employees shall be held responsible for loss, disappearance or theft of official documents when this is attributed to negligence or carelessness. Also, they are exhorted to avoid leaving official documents unprotected against loss and misuse. Documents which are currently used in processing of PRA's transactions with its clients shall be kept under lock and key when leaving the office while documents of completed transactions shall be sent to official files/storage within five (5) work days.

SECTION 6. The work area shall be secure from all intruders and outsiders. No visitors shall be admitted inside the work area except visitors of the General Manager or attendees to official meetings called by PRA. Personal visitors shall be entertained at the reception areas and all business transactions shall be conducted at the one-stop-shop or business center of the PRA. Absolutely, no non-PRA personnel shall move around from table-to-table in the work areas to follow up and have action taken on their papers or transactions.

D. Use of the Electronic Data System.

SECTION 1. All PRA officials and employees who are users of data files, software, hardware and network systems must ensure their security and prevent unauthorized disclosure of protected information/data using the PRA information technology system. In addition, they shall exclusively use the IT system for official purposes.

SECTION 2. Printing of unnecessary documents, unofficial downloading of sites and large files, playing of games and use of social networking software as Facebook, Friendster, etc. are irresponsible/wasteful behavior and should be avoided. So are electronic mailing and use of internet facilities for the following:

(1) Transmission of advertisements, solicitations, promotions, political material or similar non-business related purposes or personal gain;

(2) Sending of fraudulent, obscene, indecent, profane, intimidating or other messages meant to harass PRA management or rank and file employees;

(3) Viewing pornographic sites, films, videos or materials; and

(4) Creating or forwarding chain letters or unsolicited e-mail messages, including "junk mail".

SECTION 3. All acts which can adversely affect computer hardware, software, data network, operating system, printed data, and computer environment would be considered security breach and would be dealt with accordingly.

E. Use of Corporate Vehicles

SECTION 1. PRA officials and employees shall not be allowed to use government time, property and facilities, including equipment, vehicles and supplies for personal purpose and business. They shall also be held financially liable for damage to or loss of these property resulting from gross negligence and intentional destruction of the same.

SECTION 2. Any PRA official or employee who willfully uses or authorizes the use of PRA-owned or leased motor vehicles for other than official purposes shall be held liable, after proper investigation, for appropriate disciplinary action. The prohibition on use of corporate vehicles by officials who draw transportation allowances for use in the performance of their respective functions shall be upheld.

No other person may be transported in PRA-owned or leased motor vehicle unless that person's presence is deemed essential to the successful completion of an official purpose/mission.

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SECTION 3. Corporate vehicles, when not in use for official purpose shall be pooled in the PRA-designated garage.

F. Other Responsibilities

SECTION 1. Every PRA official and employee shall file under oath and in the proper format his Statement of Assets, Liabilities and Net Worth and disclose his business interest and financial connections including those of his/her spouse and unmarried children under eighteen (18) years of age living in his/her household. This statement must be filed on the following:

(1) Within thirty (30) days after assumption of office reckoned as of his 1[st] day;
(2) On or before April 30 of every year thereafter, reckoned as of end of preceding year; or
(3) Within thirty (30) days after separation from the service, reckoned as of last day of office.

PRA officials and employees shall file these Statements of Assets, Liabilities and Net Worth and the Disclosure of Business Interest and Financial Connections with the Civil Service Commission.

SECTION 2. The outside practice of profession by PRA officials and employees may be allowed upon expressed official permission from the General Manager and subject to the following limitations:

(1) The practice of profession shall not be under an employment with another government agency or with a private agency conducting business or partnership of any kind with PRA, such as with marketers; developers of facilities; service providers, merchant partners and/or retirees themselves.

(2) The same will not require disclosure of confidential information acquired while performing official duties;

(3) The practice of profession will not in any way affect the operations of PRA and interfere with the responsibilities and duties of the official/employee;

(4) The practice of the profession shall in no way use directly or indirectly any resource of PRA, including corporate property or time; and

(5) The same shall be covered by an appropriate authority from the Civil Service Commission pursuant to RA 6713.

SECTION 3. PRA imposes prohibition on employees' political activity. No official or employee shall engage directly or indirectly in partisan political activity or take part in any election except to vote.

Rule XI
DISCLOSURE

SECTION 1. It shall be the policy of the PRA to maintain the highest standards of conduct, ethics, and work performance. For this reason, PRA shall investigate any suspected fraudulent practice and violation of this Code, particularly misuse of corporate resources, property and money. Each PRA official and employee shall be expected to cooperate towards this end.

SECTION 2. Any PRA personnel who witness or become aware of any violation of this Code or of any attempted or consummated act of graft and corruption involving any PRA personnel shall exercise the duty to report/disclose the same to management through his immediate supervisor. The report shall be filed within thirty (30) days from commission of the violation, or in case of a continuing wrongful act, the report should be done within a reasonable time from awareness of such act.

SECTION 3. Said PRA personnel shall execute a sworn statement outlining in sufficient detail the involvement of all those participating in the anomaly/violation. He must also be able and willing to assist in the prosecution and

when necessary provide testimony before the investigating body. His information and testimony must be supported by material evidence and should lead to a successful conduct of investigation and gathering of evidence to sustain a finding of probable cause for filing either an administrative charge or criminal charge or both.

SECTION 4. The identities of complainants and of respondents should be treated with utmost sensitivity and confidentiality to the extent possible and allowable under the law. PRA shall also protect complainants from retaliation in the form of threats of physical harm, loss of job, punitive work assignments and impact on salaries and privileges. Complaints of this nature will be promptly investigated and situations corrected. Protection from retaliation shall not, however, include supervisory action which is disciplinary or based on performance-related factors.

Rule XII
SOLICITATION/ACCEPTANCE OF GIFTS

SECTION 1. PRA officials and employees are prohibited from directly or indirectly soliciting and/or receiving cash, discounts, donation, favor, service, loan, entertainment or any form of accommodation for himself or for others. These are given for the reason of their positions in PRA and could improperly relate to past, present or future performance of their duties in PRA. However, they may be authorized.

SECTION 2. However, unsolicited gifts of food may be shared among as many other employees as possible.

Rule XIII
INTERNAL DISPUTES AND THE GRIEVANCE PROCEDURE

SECTION 1. Complaints and grievances may ensue between and among individual employees, between subordinates and supervisors and between employee and management. These may consist of the following:

1. Non-economic issues: policies and procedures which affect employees from recruitment to promotion, detail, transfer, retirement, termination, lay-offs, etc.;
2. Physical working conditions;
3. Interpersonal and inter-organizational linkages and relationship;
4. Exercise of discretion and management prerogatives; and .
5. Policies, practices and procedures on economic issues such as financial and other terms and conditions of employment as fixed by law.

SECTION 2. Complaints and grievances shall not apply to the following cases:

1. Official actions taken by PRA management;
2. Disciplinary cases which have to be resolved under the Uniform Rules on Administrative Cases;
3. Sexual harassment cases provided for in RA 7877 ; and
4. Issues relating to the employees' association.

SECTION 3. All complaints and grievances shall be resolved expeditiously at all times at the lowest level possible in PRA. If not, the aggrieved party can present his grievance step by step following the hierarchy of authority in PRA and the provisions of the Civil Service Regulations on the handling of grievances. .

SECTION 4. PRA shall establish a Grievance Committee to address grievance between and among PRA officials and employees. The said Grievance Committee shall be composed of the highest Human Resource Officer as the Chairperson, two (2) Division Chiefs, two (2) representatives from the rank and file designated by the PRAEA as members, and the "Bilis Aksyon" Partner

SECTION 6. The PRA Grievance Committee shall develop and implement pro-active measures that would

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prevent grievance, such as employees' assemblies conducted at least once every quarter, counseling, other human resource interventions, and dialogues between and among the parties involved.

SECTION 7. The Committee shall develop its own internal procedures and strategies, conduct an investigation and hearing within ten (10) working days from receipt of the grievance/complaint and render a decision within five (5) working days after investigations. When the object of the grievance is the Committee Chairman, the aggrieved party may submit the grievance to the General Manager.

SECTION 8. The aggrieved party shall be assured freedom from coercion, discrimination, harassment, reprisal and biased action on the grievance.

SECTION 9. A grievance shall be presented verbally or in writing. Even verbal grievance must be acted upon immediately. Grievance proceedings shall not be bound by Rules of Court or technicalities of evidence and the services of a legal counsel shall not be required.

Rule XIV
INCENTIVES AND AWARDS

SECTION 1. PRA shall grant incentives and awards to PRA officials and employees who have demonstrated exemplary conduct on the basis of the norms and other provisions laid down under the PRA Code of Conduct for its officials and employees.

SECTION 2. PRA shall implement this policy under its Programs on Awards and Incentives for Service Excellence (PRAISE) to recognize, acknowledge and reward ethical behavior of employees through formal and informal mode. At least 5% of the Human Resource Development/Training Fund shall be allocated for the Program and incorporated in its annual Corporate Operating Budget (COB).

SECTION 3. PRA, through its PRAISE Committee, shall ensure that exemplary behavior can be identified, considered, managed and implemented on a continuing basis to cover employees at all levels through a system of rewards and incentives. Monetary and non-monetary motivation or privilege may be given to PRA officials and employees for demonstration of exemplary behavior/conduct based on agreed performance standards and norms of behavior.

Rule XIV
DISCIPLINE AND PENALTIES

SECTION 1. PRA Officials and employees committing any violation of this Code shall, after proven in proper administrative proceedings, be punished consistent with the provisions of the Anti-Graft and Corrupt Practices Act (RA 3019) and the Code of Conduct and Ethical Standards for Public Officials and Employees (RA 6713), as amended.

SECTION 2. Administrative proceedings for violation of this Code shall be in accordance with proceedings prescribed under the Civil Service Commission Memorandum Circular No. 19, s. of 1999 on Uniform Rules on Administrative Cases in the Civil Service, as adopted by PRA in its Office Order No. 34, dated August 15, 2000, series of 2000.

Rule XV
INCORPORATION OF OTHER LAWS AND RULES

SECTION 1. Provisions of law, the Civil Service Rules and all other administrative issuances governing or regulating the conduct of public officers and employees which are applicable to the PRA are deemed incorporated in this Code.

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Rule XVI
PROVISION FOR MORE STRINGENT STANDARDS

SECTION 1. Nothing in this Code shall be construed to derogate from any law or any regulation by a body or agency which provides for more stringent standards for its officials and employees.

Rule XVII
EFFECTIVITY

SECTION 1. This Code of Conduct shall take effect after fifteen (15) days from date of publication with the University of the Philippines Law Center and after circulation of copies of this Code among all PRA officials and employees.

RECOMMENDED BY:

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OIC, Management Service Office

(SGD.) LORETO B. MORGIA
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OIC, Interim Specialized Projects
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APPROVED:

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