



NEWS ARTICLE

Civil Registration and Administrative Support Division Retools for More Efficient Service Delivery

Date of Release: 15 August 2022

Reference No. 2022-NA07-014

19-20 July 2022 - The Civil Registration and Administrative Support Division of the Philippine Statistics Authority- RSSO VII conducted a Refresher Training on Administrative, Human Resource, Civil Registration and Financial Policies and Procedures at Cordova Home Village. The activity is set to refresh knowledge, review process and retool system of the Civil Registration and Administrative Support Division personnel.

Resource speakers of the said activity were Hera B. Juarez (Registration Officer IV), Xina Ixora O. Aranas (Administrative Officer IV), Melita C. Jomoad (Administrative Officer IV) and Irish B. Velasco (Administrative Officer III), headed by the Chief Administrative Officer, Ms. Edwina M. Carriaga, who emphasized the rationale and objectives of the refresher training and quoted *“Knowledge is like a garden, if it is not cultivated, it cannot be harvested”*. The training primarily aimed to develop more competent personnel, improve administrative procedures and obtain a more efficient system.



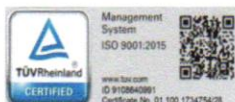
Chief Administrative Officer Edwina M. Carriaga presents the rationale, objective and expected outcome of the refresher training.



Discussion and realignment of Office Performance Commitment Review and Individual Performance Commitment Review accomplishments.

Prior to the start of the discussions, the participants were asked through Mentimeter of their expectations of the two-day activity and had provided common answers— to gain learnings and improve civil registration and administrative processes.

The discussion began with the presentation of forms to be submitted for realignment of reportorial requirements. In the course of the presentations, questions were raised and the





NEWS ARTICLE

speakers were able to answer the uncertainties in the minds of participants and instilled supplemental knowledge regarding every unit's operational processes. Risk registry and categories of risks were presented including the likelihood of the impact of these risks. In relation to this, the participants were divided into two groups and discussed each group's RRAP and ORAP. Furthermore, Major Accomplishments and Best Practices of each unit were also presented and shared to everyone.

During the review of processes, issues and concerns were raised and suggested inputs and strategies were exchanged in aim for a resolution and improved procedures.



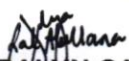
Discussion of each group's Risk Registry Action Plan and Opportunity Registry Action Plan.



Photo opportunity of the participants after the awarding of certificates

The outcome of this activity paved the way in the achievement of PSA's Quality Policy, Vision and Mission to deliver efficient services and continuously improve the effectiveness of our Quality Management System and above all, to improve the quality of life for all.

Prepared by:


ERALYN CANEN
Administrative Aide VI (COSW)

Approved by:


ARIEL E. FLORENDO
Regional Director


MCQB/EMC

