

**[PRA OFFICE ORDER NO. PRA-ANF-2010-05-012,
S. OF 2010, May 27, 2010]**

**ADOPTION OF THE CODE OF CONDUCT FOR PRA OFFICIALS AND
EMPLOYEES**

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 2010, 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.

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 3rd 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 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: