



Republic of the Philippines
Philippine State College of Aeronautics
OFFICE OF THE PRESIDENT

PHILIPPINE STATE COLLEGE OF AERONAUTICS
RECORDS CENTER

RELEASED

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RECORDS OFFICER II
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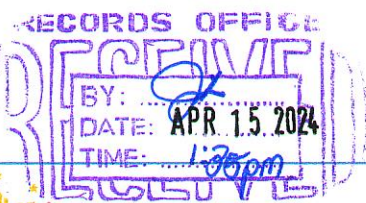
MEMORANDUM CIRCULAR

No. 03, Series 2024.

TO : ALL FRONTLINE SERVICES OFFICE / UNIT HEADS AND PERSONNEL
ACROSS PHILSCA CAMPUSES

SUBJECT : REITERATION ON STRICT IMPLEMENTATION OF THE NO NOON BREAK
POLICY

1. Reference: Republic Act No. 11032 or Ease of Doing Business and Efficient Government Service Delivery Act of 2018 amending Republic Act No. 9485
2. To ensure the continuous delivery of services to our clients, this is to reiterate the strict implementation of the "No Noon Break Policy" set forth by the Republic Act 9485 or the Anti-Red Tape Act of 2007. Section 8 (e) of the said law provides that "each office or agency which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours." Heads of Offices shall implement shifting breaks to ensure the uninterrupted delivery of frontline services to our clients. Likewise, each office/unit may prescribe their own internal arrangements to adhere with the abovementioned law
3. Further, as stated under Section 21 of the R.A. 11032, an employee who engages in any of the following actions shall be held liable and meted with corresponding sanction upon due process:
 - "(a) Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;
 - "(b) Imposition of additional requirements other than those listed in the Citizen's Charter;
 - "(c) Imposition of additional costs not reflected in the Citizen's Charter;
 - "(d) Failure to give the applicant or requesting party a written notice on the disapproval of an application or request;
 - "(e) Failure to render government services within the prescribed processing time on any application or request without due cause;
 - "(f) Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
 - "(g) Failure or refusal to issue official receipts; and
 - "(h) Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage."
4. For widest dissemination and strict compliance.



PROF. MARWIN M. DELA CRUZ, Ph.D.
President

