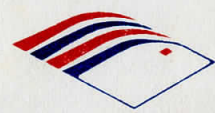


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**PHILPOST**

OFFICE OF THE POSTMASTER GENERAL

RECORDS DIVISION

RECEIVED  
17 FEB 2011  
PHILIPPINE POSTAL CORPORATION

Republic of the Philippines  
**PHILIPPINE POSTAL CORPORATION**

February 15, 2011

MEMORANDUM CIRCULAR NO.: 11-05

**SUBJECT : Observance of Post Offices on the "NO NOON BREAK POLICY" of the Civil Service Commission**

Our attention was called by the Civil Service Commission about the non-observance of a post office on the "No Noon Break Policy" by frontline/counter services as prescribed under the Anti-Red Tape Act (ARTA) of 2007 or Republic Act No. 9485.

Post offices especially those located in busy/commercial areas, housed in government buildings, and all delivery post offices shall schedule a skeletal force that will provide counter services during lunch break. Likewise, all post offices shall ensure that clients that are already within the counter premises before the end of the official work schedule are attended to and served even beyond the closing time.

Postmasters shall properly schedule the official time of counter personnel to ensure compliance with this CSC policy on ARTA of 2007.

Compliance is enjoined.

**ATTY. ANTONIO Z. DE GUZMAN, CESO I**  
OIC, Postmaster General & CEO

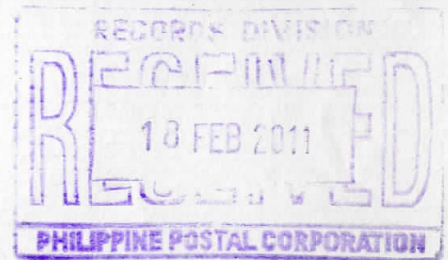
053153

**MEMORANDUM**

**TO :** ALL OFFICIALS AND EMPLOYEES  
This Corporation

**SUBJECT:** LETTER FROM THE CSC CHAIRMAN –

**Date :** 14 February 2011



For the information and guidance of all concerned, attached is the letter from the Chairman of the Civil Service Commission commending the PPC employees' courtesy and efficient service. CSC further recognizes PPC's cooperation and support to the "PARA SA TAUMBAYAN" program.

In this regard and to provide quality service to our customers, we would like to solicit your utmost cooperation in addressing allegations of employee misconduct, delayed arrival or registered mail, slow processing of claims and padded price of postal ID. Further, all supervisors especially the Postmasters shall see to that **"NO NOON BREAK POLICY"** should be observed to ensure continuous service to the public and clientele.

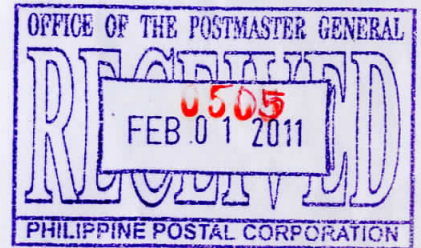
Any violation of this directive shall be reported to the Office of the Postmaster General (527-8327) or to the HRMD Manager, Central Office at 527-0050/ 527-0061.



**ATTY. ANTONIO Z. DE GUZMAN, CESO I**  
OIC, Postmaster General

**053154**





January 24, 2011

**ATTY. ANTONIO Z. DE GUZMAN, CESO I**  
Postmaster General  
Philippine Postal Corporation  
Liwasang Bonifacio, Manila

Attention: **Ms. Melody O. Madrigal**  
Chief, Personnel Division  
Bilis Aksyon Partner

**Dear Postmaster General De Guzman:**

In 2010, the Commission begun to embark on a re-invigorated undertaking to promote and uphold the interest of the public and ensure quality service in the entire bureaucracy. **Para Sa Taumbayan** program has become a centerpiece public assistance initiative anchored on the provisions of the **Anti-Red Tape Act (ARTA) of 2007**.

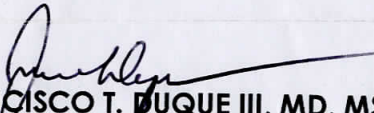
Based on citizens' feedback gathered thru the Commission's **Para Sa Taumbayan** program, the Philippine Postal Corporation (PPC) is the **8<sup>th</sup>** most reported government agency in 2010. Reports generated include allegation of employee misconduct, delayed arrival of registered mail, slow processing of claims and padded price of postal ID.

However, the Commission noted a commendation for PPC employees' courtesy and efficient service. Further, we recognize your agency's cooperation and support to the **Para Sa Taumbayan** program, as ninety-two percent (92%) of reports referred to your agency were responded to and accorded appropriate actions.

Given this information, we are looking forward to your continued commitment in addressing citizens' feedback and in building an image of your agency as one of the top most effective and reliable front-line service providers of the government.

Thank you very much.

Truly yours,

  
**FRANCISCO T. DUQUE III, MD, MSc.**  
Chairman

*In a Race to Serve:*  
*Responsive, Accessible, Courteous and Effective Public Service*

**053155**