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**MEMORANDUM**

**TO :** ALL DEPUTY COMMISSIONER  
 ASSISTANT COMMISSIONER  
 ALL DISTRICT COLLECTOR  
 ALL SERVICE DIRECTOR  
 ALL DIVISION CHIEF  
 ALL SECTION HEAD  
 ALL OTHER CONCERNED

**FROM :** YOGI FILEMON L. RUIZ  
 Acting Commissioner

**SUBJECT :** SUPPLEMENTAL GUIDELINES ON CLIENT  
 FEEDBACK AND COMPLAINT ACTION PROCESS

**DATE :** OCT 17 2022



BOC-05-24444

- 1.0 References:
  - 1.1 OCOM Memorandum No. 185-2020 on "CLIENT FEEDBACK AND COMPLAINT ACTION PROCESS"; and
  - 1.2 Customs Memorandum Order (CMO) No. 22-2017 on "INSTITUTIONALIZATION OF COMPLETED STAFF WORK DOCTRINE (CSW) IN THE BUREAU OF CUSTOMS".
- 2.0 In the exigency of the service, all official response of the concerned office in the Bureau of Customs (BOC) to complaints, concerns, request for assistance from the 8888 Citizens' Complaint Hotline, Civil Service Commission, Anti-Red Tape Authority, and the Presidential Complaint Center, shall be subject to approval by the concerned head of office – Deputy Commissioner of each BOC Group and District Collector in case of Customs District.
- 3.0 Once approved, the office concerned shall send the same to the addressee, copy furnished the BOC-CARES thru [complaints@customs.gov.ph](mailto:complaints@customs.gov.ph) and the Office of the Deputy Commissioner, Internal Administration Group.
- 4.0 Unaffected provisions of OCOM Memorandum No. 185-2020 shall continue to be in force and effect.
- 5.0 For strict and immediate compliance.