OCOM Memo No. 116 - 2021

MEMORANDUM

MASTER COPY

TO	:	ALL DEPUTY COMMISSIONERS ALL DISTRICT COLLECTORS AND SUB-PORTS ALL SERVICE DIRECTORS
FROM	:	REY LEONARDO B. GUERRERO Commissioner **JUL 26 2021**
SUBJECT	:	IMPLEMENTATION OF BOC GROWING COMMUNITIES QR CODE AND CITIZEN / CLIENT FEEDBACK SURVEY INCORPORATED TO CCPS
DATE	:	21 July 2021

BOC-03-11129

1. In line with the Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the foregoing tools (1) BOC Growing Communities QR Code and (2) Citizen/Client Feedback Form incorporated to CCPS, aim to acquire the efficiency and effectivity of both BOC information-awareness campaign and business processes and services both for the internal and external stakeholders of the Bureau of Customs.

2. The BOC Growing Communities QR Code was created to provide a coherent visual material for the stakeholders to get an access to all BOC Social Media Accounts such as Facebook, Instagram, Twitter, Youtube, Viber, E-Mail, and BOC Hotline Number, while the Citizen/Client Feeback Form was incorporated in the CCPS to supplement the efficiency drive of informing the stakeholders to fill-out the same form for Bureau's reference.

3. In this regard, the recipients are required to include the foregoing tools in their communication and information-dissemination plans to further echo the stated objectives of the above.

4. Attached are copies and link of (1) BOC Growing Communities QR Code Infographics and (2) Citizen/Client Feedback Survey Incorporated to CCPS.

5. This Memorandum shall take effect immediately.

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Bureau of Customs Client Feedback

Your feedback is appreciated.

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CLIENT FEEDBACK FORM
Thank you for transacting with the Bureau of Customs. Your feedback
on this form will help us improve our services.

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LINK:

https://forms.office.com/pages/responsepage.aspx?id=EuDlB5SXrUS8XCmUDhmQtQ2vmRGEgAxDly
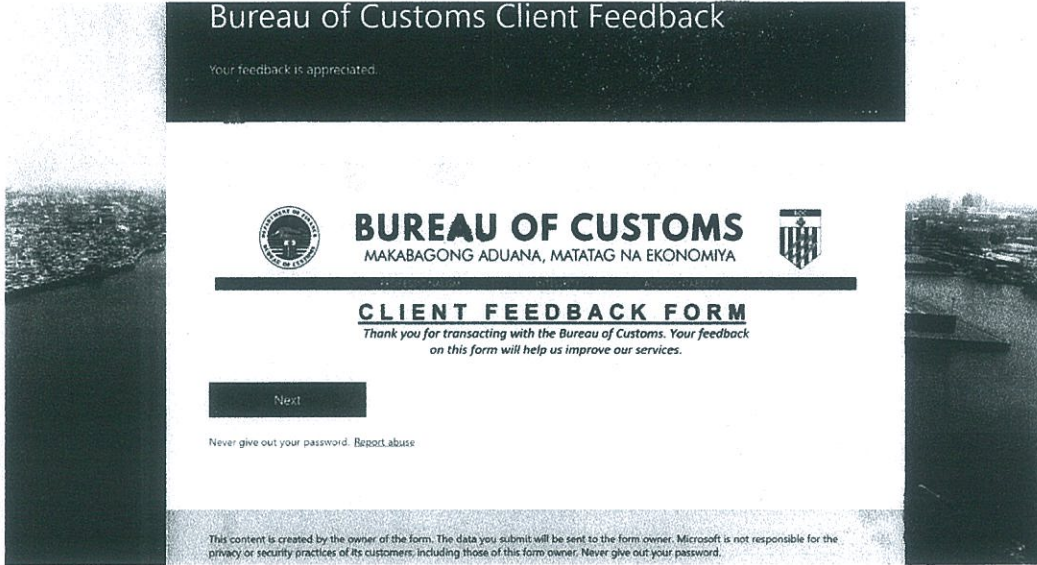rp2F7tQUBUMVJDMUNHTE5YQ040S1hXRUtQTDcxTkJHRi4u

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