



BUREAU OF CUSTOMS



Professionalism Integrity Accountability



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MEMORANDUM

TO : ALL DEPUTY COLLECTORS FOR ADMINISTRATION
ALL GROUPS FOCAL PERSONS

FROM : REY LEONARDO B. GUERRERO
Commissioner   BOC-03-07352
NOV 09 2020

SUBJECT : TRACKING FORM TEMPLATE AND VIBER GROUP
FOR HANDLING OF COMPLAINTS

DATE : 30 October 2020

In order to provide immediate response to complaints lodged thru 8888 Citizens Complaint Hotline, Civil Service Commission, Anti-Red Tape Act and Presidential Complaint Center, the Public Information and Assistance Division (PIAD) is providing the attached template to be used in tracking the status of complaints received by your respective ports and/or groups.

A Viber group will be created and managed by Lead Client Service Representatives (LCSR) of BOC-CARES who will constantly make follow ups on the actions taken regarding the complaints in accordance with rules and procedures outlined in OCOM memo issued 16 September 2020.

For your information and guidance.

OCOM Memo No. 200 - 2020 p.2

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COMPLAINTS TRACKING FORM TEMPLATE

TICKET NO.	DESCRIPTION OF COMPLAINT	DATE INDORSED TO PORT	COMPLAINANT	RESOLUTIONS OFFICE	ACTIONS TAKEN	STATUS