



# BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM

INTEGRITY

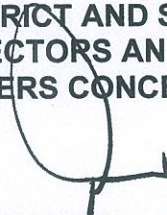
ACCOUNTABILITY

OCOM Memo No. 34-2022

## MEMORANDUM


MASTER COPY  
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**TO :** ALL DEPUTY COMMISSIONERS  
ALL DISTRICT AND SUBPORT COLLECTORS  
ALL DIRECTORS AND DIVISION CHIEFS  
ALL OTHERS CONCERNED

**FROM :** REY LEONARDO B. GUERRERO  
Commissioner 

**SUBJECT :** DESIGNATION OF FOCAL PERSON FOR COMPLAINTS  
RESOLUTION TEAM

**DATE :** March 18, 2022

 BOC-03-14409

1. Relative to the implementation of OCOM Memorandum Order No. 200-2020 with subject "Tracking Form Template and Viber Group for Handling of Complaints", all offices are hereby directed to appoint a BOC-Cares Compliance Focal person for the BOC Complaints Compliance Team.
2. The focal person shall assist the Compliance Team in providing immediate response to complaints lodged thru 8888 Citizens Complaint Hotline, Contact Center ng Bayan-Civil Service Commission (CCB-CSC), Anti-Red Tape Act (ARTA), Presidential Complaint Center (PCC), and Presidential Anti-Corruption Commission (PACC).
3. Submit the required information of your designated focal person on or before March 28, 2022, to BOC-Cares Senior Compliance Officer Patrick Junior Salantes via email [complaints@customs.gov.ph](mailto:complaints@customs.gov.ph) using the format below:

Name:  
Office:  
Designation:  
Phone Number:  
Viber No:

4. For strict compliance.