

2014_12-008



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

4 December 2014

MEMORANDUM

TO : All District Collectors
All Sub-Port Collectors
All Others Concerned

FROM : **JOHN P. SEVILLA**
Commissioner

SUBJECT : **Review and Updating of Citizen's Charter under R.A. 9485**

1.0 In response to the urgent need to establish an effective system that will eliminate red tape, prevent graft and corrupt practices and improve frontline service delivery, Republic Act No. 9485 known as "Anti Red-Tape Act of 2007" was enacted aiming to promote transparency in government with regard to the manner of transacting with the public by requiring each agency to simplify frontline service procedures and formulate service standards.

2.0 Pursuant to Rule 4, Section 4 of Republic Act No. 9485 which states:

"The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years."

2.1 In this regard and in the preparation for the next CSC Survey/Report, you are hereby directed to review and update the existing Citizen's Charter in your collection district based on R.A. 9485 and ensure that the following services applicable/appropriate in your respective port are compliant with the existing laws, rules and regulations:

Import Transactions

1. Processing of Consumption Entry
 - a. Green Lane Channel
 - b. Yellow Lane Channel
 - c. Red Lane Channel

2. Filing and Processing of Warehousing Entries
 - a. Green Lane Channel
 - b. Yellow Lane Channel
 - c. Red Lane Channel
3. Processing of Informal Import Entry Declaration
4. Release of Goods Imported Through the Postal Stations
5. Processing of Entrance/Arrival of Foreign Vessel
6. Processing of Departure/Clearance of Foreign Vessel
7. Processing of Transshipment Permit (Local)
8. Approval of Special Permit to Discharge (SPD)
9. Issuance of Special Permit to Load (SPL)
10. Processing of CBW Operations
 - a. Processing of Requisition Slip
 - b. Processing of Application for Extension of Period of Storage
 - c. Application of Disposition of Wastages
 - c.1 By payment
 - c.2 By condemnation
 - c.3 By re-exportation

Export Transactions

11. Processing of Export Declaration and Certificate of Identification
12. Issuance of Certificate of Origin (CO)
13. Issuance of Certificate of Shipment

Airport Operations

14. Processing of Customs Baggage Declaration
 - a. Processing of Customs Baggage Declaration for incoming passengers with payment of customs duties and taxes
 - b. Processing of Customs Baggage Declaration for incoming passengers with Issuance of Held Baggage Receipt
 - c. Processing of Customs Baggage Declaration for incoming passengers with Declaration of Currencies
 - d. Processing of Customs Baggage Declaration for incoming passengers with Issuance of Re-Export Commitment
15. Cancellation of Re-export Commitment Not Covered by Cash Bond
16. Cancellation of Re-export Commitment Covered by Cash Bond
17. Processing of Foreign Currency Declaration
18. Issuance of Certification of Identification (CI)
19. Processing of Special Permit to Load (SPL)
20. Entrance Formalities of Arriving International Aircraft
21. Clearance Formalities of Departing International Aircraft

Other Transactions

22. Processing of Tax Exemption
23. Processing Clearance for No Pending Case (Clearance Certificate)
24. Certificate of No Pending Case
25. Processing Relative to Issuance, Revalidation and Utilization of Tax Credit Certificate (TCC)

2.2 Further, Rule 4, Section 1 of R.A. 9485 IRR states that:

"The Citizen's Charter shall include the following information:

- (a) Vision and Mission of the government office or agency;
- (b) Identification of the frontline services offered, and clientele;
- (c) The step-by-step procedure to obtain a particular service;
- (d) The officer or employee responsible for each step;
- (e) The maximum time to conclude the process;
- (f) Document/s to be presented by the client, with a clear indication of the relevancy of said document/s;
- (g) The amount of fees, if necessary;
- (h) The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for redress;
- (i) Allowable period for extension due to unusual circumstances; i.e. unforeseen events beyond the control of concerned government office or agency; and
- (j) Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints."

3.0 You are hereby requested to submit updated Citizen's Charter on or before December 23, 2014.

3.1 Kindly address to Ms. Wilnora L. Cawile, PMC – 2nd Flr., CRIC Bldg., Bureau of Customs, 16th St., Port Area, South Pier-Manila. For inquiries, please contact the PMC Members at telephone number (02) 527-4585 and look for Mr. Bernardo B. Cabuhat or Ms. Relitsa F. Tagufa.

4.0 Kindly confirm the dissemination of this memorandum throughout your offices within five (5) days from receipt hereof.

5.0 Your compliance is earnestly enjoined.


JOHN P. SEVILLA



DEC 09 2014