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REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

May 10, 2018

CUSTOMS MEMORANDUM CIRCULAR
NO. 88-2018

To: All Deputy Commissioners
All Directors and Division Chiefs
All District/Port Collectors
And Others Concerned

**Subject: Executive Order No. 09/ Strengthening the Office of the
Cabinet Secretary/Operationalization of STAR Office**

Attached is a copy of *Executive Order No. 09* entitled:
**"STRENGTHENING THE OFFICE OF THE CABINET SECRETARY, ENHANCING
ITS POWERS AND FUNCTIONS, PROVIDING FOR ITS SUPPORT STAFF AND
FOR OTHER PURPOSES"**.

Section 3 thereof, operationalizes the Strategic Action and Response
(STAR) Office.

For your information and guidance.

For record purposes, please confirm the dissemination of this circular
throughout your offices within fifteen (15) days from receipt hereof.


ISIDRO S LAPEÑA, PhD, CSEE
Commissioner



MAY 11 2018

Internal No. 109-243
Controlled by: Roy
Date: 0509/18
Sheet: 270

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Republic of the Philippines
DEPARTMENT OF FINANCE
Roxas Boulevard Corner Pablo Ocampo, Sr. Street
Manila 1004

BUREAU OF CUSTOMS
OFFICE OF THE COMMISSIONER
E18-00581

MEMORANDUM

FOR : **HEADS OF OFFICES**
This Department


HEADS OF BUREAUS/ATTACHED AGENCIES
Department of Finance

FROM : 
ALVIN P. DIAZ
Director IV
Central Administration Office

SUBJECT : **OPERATIONALIZATION OF THE STAR OFFICE**

DATE : May 4, 2018

Attached for information and guidance is a copy of Memorandum dated 02 April 2018 from Cabinet Secretary Leoncio B. Evasco, Jr., Office of the President on the above-captioned subject.

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Office of the President
of the Philippines



DEPARTMENT OF FINANCE
Republic of the Philippines



LBE-2018-279

MEMORANDUM FROM THE CABINET SECRETARY

FOR : All Heads
National Government Agencies (NGAs)
Attached Agencies of the NGAs
Government-Owned and -Controlled Corporations

SUBJECT : OPERATIONALIZATION OF THE STAR OFFICE

DATE : 02 April 2018


Executive Order (EO) No. 09, s. 2016, "Strengthening the Office of the Cabinet Secretary, Enhancing its Powers and Functions, Providing for its Support Staff and other Purposes, directed the Cabinet Secretary to create the Strategic Action and Response Office (STAR/O) effective 01 December 2016. Currently, STAR/O is under the supervision of Undersecretary Dale S. Cabrera and is operating under the Office of the Cabinet Secretary for the effective discharge of its functions and its commitment to implement the President's Socio-Economic Agenda.

The STAR/O has been mandated, among others, to promote timely action and response to the concerns of the public with the primary thrust to supervise and strengthen the Presidential Complaint Center and coordinate with different agencies towards increasing timeliness and responsiveness of government agencies.

On the other hand, the Quick Response Center was organized under STAR/O to serve as the President's direct arm in coordinating with all concerned agencies for their immediate response to critical incidents, crises and disasters at the national strategic level of governance.

To ensure the successful operations of the STAR/O and its two (2) Centers, may we request your prompt and appropriate assistance to their representatives during their initial and succeeding coordination with your respective offices.

For your appropriate action, please. Thank you very much.


LEONCIO B. EVASCO, JR.



MALACAÑAN PALACE
MANILA

BY THE PRESIDENT OF THE PHILIPPINES

EXECUTIVE ORDER NO. 09

**STRENGTHENING THE OFFICE OF THE CABINET SECRETARY,
ENHANCING ITS POWERS AND FUNCTIONS, PROVIDING FOR ITS
SUPPORT STAFF AND FOR OTHER PURPOSES**

WHEREAS, the Administration is committed to the implementation of the President's Socio-Economic Agenda that lays down the different priority areas of development that have direct and positive impact on the lives of the Filipino people;

WHEREAS, the Office of the Cabinet Secretary (OCS) is mandated under Executive Order (EO) No. 99 (s. 2012) to design the Performance and Projects Roadmap, which should be aligned with the Socio-Economic Agenda of the President;

WHEREAS, there is a need to enhance and strengthen the organizational capability of the OCS in order to effectively address and monitor the delivery of the identified targets of the government and to ensure the streamlining and re-engineering of the development thrusts of the Administration;

WHEREAS, pursuant to EO No. 292 (s. 1987) otherwise known as the Administrative Code of 1987, the President has the continuing authority to reorganize the administrative structure of the Office of the President;

NOW, THEREFORE, I, RODRIGO ROA DUTERTE, President of the Philippines, by virtue of the powers vested in me by the Constitution and existing laws, do hereby order:

SECTION 1. Enhancing the Capability of the OCS. For the effective discharge of its functions, the following offices shall be organized under the OCS:

- a. Office of Participatory Governance; and
- b. Strategic Action and Response Office.

SECTION 2. Office of Participatory Governance (OPG). The OPG shall promote active citizenship, inclusiveness, transparency, and accountability in governance. It shall strive to achieve these goals by engaging the different sectors and stakeholders to directly participate in governance and nation-building.

The OPG shall perform the following functions:

- a. Promote and ensure the direct participation of various stakeholders in the crafting and formulation of policies and programs to address concerns at the grassroots level;

THE PRESIDENT OF THE PHILIPPINES

- b. Initiate programs and projects that will facilitate citizen empowerment and participation in governance at the national, regional, and local levels; and
- c. Perform such other functions as may be necessary to achieve the above stated goals of the OPG as directed by the Cabinet Secretary.

SECTION 3. Strategic Action and Response (STAR) Office. The STAR Office shall promote timely action and response to the concerns of the public. Its primary thrust is to strengthen the current Presidential Action Center system and coordinate with different agencies towards increasing timeliness and responsiveness of government services.

The Presidential Action Center is hereby renamed as Presidential Complaint Center (PCC) which shall be under the direct control and supervision of the STAR Office. The PCC shall establish and maintain a platform to receive requests, complaints, and grievances from the general public, and refer them to the concerned government agencies.

The Public Concerns Office (PCO) under the Presidential Management Staff (PMS) shall be transferred to the STAR Office, for its direct control and supervision. The PCO shall institute feedback mechanisms to ensure that requests for assistance, complaints, and grievances referred by the PCC are expeditiously acted upon by the concerned agencies.

To further strengthen the STAR Office, there is also hereby organized a Quick Response Center (QRC), which shall be under its control and supervision. The QRC shall serve as the President's direct arm in coordinating with all concerned agencies to immediately respond to critical incidents, crises or disasters.

SECTION 4. Cabinet Assistance System. The Cabinet Assistance System, as established under Memorandum Order No. 96 (s. 1987), is hereby reinstated. The Cabinet Secretary shall be responsible for convening the Cabinet Assistance System, which shall handle priority areas or subjects that require special and immediate attention as identified and recommended by the Department Secretaries.

The Presidential Management Staff (PMS) shall continue to assist the Cabinet Secretary, in the exercise of his foregoing authority as convener of the Cabinet Assistance System, by:

- a. developing and setting up the Cabinet Agenda, and the provision of conference and administrative support service, through the Cabinet Support Office;
- b. ensuring the delivery of Presidential Instructions and compliance with Cabinet meeting directives through the Directives Monitoring Office; and
- c. performing such other functions as directed by the Cabinet Secretary.

The Cabinet Secretary shall have operational control over the Cabinet Support Office and the Directives Monitoring Office in relation to policy direction and coordination of Cabinet and other Presidential Meetings.

SECTION 5. Performance and Projects Management Office (PPMO). The powers, duties, and functions of the PPMO, as created under EO No. 99, shall continue to be exercised and performed by the current PPMO. The Cabinet Secretary may, from time to time, assign other specific powers, functions and tasks to the PPMO, in pursuit of its mandate under EO No. 99.

SECTION 6. Membership of OCS in the National Economic and Development Authority (NEDA) Board Committees. The Cabinet Secretary shall remain as member of the NEDA Board Executive Committee and the following NEDA Board Inter-Agency Committees:

- a. Investment Coordination Committee (ICC);
- b. Social Development Committee (SDC); and
- c. Infrastructure Committee (InfraCom).

SECTION 7. Assistance from and Coordination with Government Agencies. All heads of departments, agencies, bureaus, offices, including GOCCs shall continue to render full and timely assistance and cooperation to the OCS and provide such information and data as may be required to carry out its functions.

SECTION 8. Organizational Setup and Staff Complement of the Different Offices under the OCS. The Cabinet Secretary shall be assisted by Undersecretaries, Assistant Secretaries, Directors, and such other officials and employees as may be determined to be necessary.

The Cabinet Secretary shall, within fifteen (15) days from the approval of this Order, submit the organizational structure and staffing pattern of the OCS to the DBM for review and subsequent endorsement to the President, through the Office of the Executive Secretary, for the President's approval.

SECTION 9. Funding Support. The initial funds necessary for the implementation of this Order shall be identified by the Department of Budget and Management. The succeeding years' appropriations for the OCS shall be prepared in accordance with regular government budget procedures.

SECTION 10. Repeal. All issuances, orders, rules and regulations or parts thereof which are inconsistent with the provisions of this Executive Order are hereby repealed or modified accordingly.


SECTION 11. Separability. If any provision of this Executive Order is held invalid or unconstitutional, the remainder not otherwise affected shall remain in full force and effect.

SECTION 12. Effectivity. This Executive Order shall take effect immediately upon publication in a newspaper of general circulation.

DONE, in the City of Manila, this 1st day of December, in the Year of our Lord Two Thousand and Sixteen.

By the President:





 SALVADOR C. MEDIALDEA
 Executive Secretary



MEMO : OPERATIONALIZATION OF THE STAR OFFICE

Inbox x

Central Records

May 4 (4 days ago)

to DOF, DOF, Osec, Aldrin, Ana, Arsenia, Arsenio, Aurora, Benjamin, Carmi, Charmaine, Clyde, Daniel, Dolores, Donalyn, Eden, Elena, Elisa, Elizabeth, Emee, Emelita, Emmanuel, Florefe, Genefflor, Heherson

Sir/Madam :

Attached for information and guidance is a copy of Memorandum dated 02 April 2018 from Cabinet Secretary Leoncio B. Evasco, Jr., Office of the President on the above-captioned subject.

Thank you.

Very truly yours,



Sender notified by
Mailtrack

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