

2017-10-037

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REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

MEMORANDUM

TO : **ALL CUSTOMS OFFICIALS AND EMPLOYEES**

FROM : **THE COMMISSIONER OF CUSTOMS**

SUBJECT : **Processing of Requests from the Public**

DATE : October 12, 2017

1. Attached is a Memorandum from Director Alvin P. Diaz, Central Administration Office, Department of Finance endorsing a copy of the SONA DIRECTIVE No. 2017-0010, ***"directing all Department Secretaries and Agency Heads to ensure that all Directors and personnel in their respective agencies act on letters and requests from the public within 15 working days, subject to existing laws, rules, and regulations."***
2. For more expeditious actions, please be reminded of the undersigned's ***"5-day rule"*** within which to act said letters and requests.
3. For your information and guidance.
4. For record purposes, kindly confirm the dissemination of this Memorandum throughout your offices fifteen days from receipt hereof.


ISIDRO S LAPENA, PhD, CSEE
Commissioner



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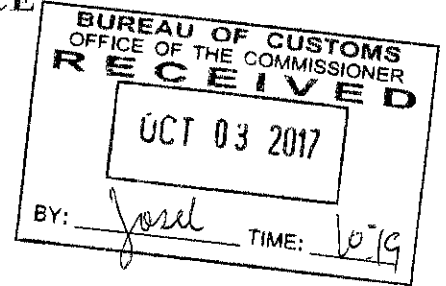
161 - 374

Internal Admin. Group
Received by: VICKY REYES
Date: 10/10/17
Time: 9:00



Republic of the Philippines
DEPARTMENT OF FINANCE

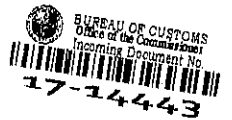
Roxas Boulevard Corner Pablo Ocampo, Sr. Street
Manila 1004




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 : SONA DIRECTIVE No. 2017-0010 entitled "PROCESSING OF REQUESTS FROM THE PUBLIC WITHIN 15 WORKING DAYS"

DATE : September 29, 2017

Pursuant to the attached SONA DIRECTIVE No. 2017-0010 dated 07 September 2017 from Cabinet Secretary Leoncio B. Evasco Jr., Office of the President, "all Agency Heads and DOF Officials shall ensure that all Directors and personnel in their respective agencies/offices act on letters and requests from the public within 15 working days, subject to existing laws, rules, and regulations." It is emphasized that continuous and people-friendly public service delivery is required at all times.

A status report of actions taken, citing the above reference number, to the Office of the Executive Secretary and the Office of the Cabinet Secretary at osec@cabsec.gov.ph, copy furnished the Presidential Management Staff at directives@pms.gov.ph not later than 15 days upon receipt, is greatly appreciated.

Thank you.

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Office of the President
of the Philippines

SONA DIRECTIVE no. 2017-0010

FOR : All Department Secretaries and Agency Heads

FROM : The Cabinet Secretary

SUBJECT : **PROCESSING OF REQUESTS FROM THE PUBLIC WITHIN 15 WORKING DAYS**

DATE : 07 September 2017

During the 2017 State of the Nation Address held at the Batasang Pambansa, Quezon City on 24 July 2017, the President emphasized the need for continuous and people-friendly public service delivery. Thus, he directed all **Department Secretaries and Agency Heads to ensure that all Directors and personnel in their respective agencies act on letters and requests from the public within 15 working days, subject to existing laws, rules, and regulations.**

Submit a status report of actions taken, citing the above reference number, to the Office of the Executive Secretary and the Office of the Cabinet Secretary at osec@cabsec.gov.ph, copy furnished the Presidential Management Staff at directives@pms.gov.ph not later than 15 days upon receipt of this memo, and regular updates thereafter until the directive has been fully complied with.

For your appropriate action.

[Signature]
LEONCIO B. EVASCO JR.

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OFFICE OF THE PRESIDENT
SEP 27 2017
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SEP 27 2017

DEPT. OF FINANCE
RECEIVED
Q. 3:53 PM
28 SEP 2017
OFFICE OF THE SECRETARY

DEPARTMENT OF FINANCE
Republic of the Philippines
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Copy furnished:
The Executive Secretary, Malacañan Palace
The Special Assistant to the President, Malacañan Palace
The Acting Head, Presidential Management Staff, San Miguel, Manila

SEP 28 2017
[Signature]

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