



BUREAU OF CUSTOMS

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24 February 2021

CUSTOMS MEMORANDUM ORDER

No. 10-2021

SUBJECT: Amendment and Supplemental Provisions to BOC CMO No. 24-2016 re: Working Hours

In accordance with the implementation of the Internal Administration Management System (IAMS) in the Bureau of Customs, and in line with the Bureau's policy to provide optimum service to the transacting public, Customs Memorandum Order (CMO) No. 24-2016 as amended by CMO 03-2017 with the subject, "Working Hours," is hereby amended:

1. Item 1 to read as follows:

"1.0 The regular working hours in Central Offices and all Collection Districts (including subports), except those enumerated in the succeeding paragraphs, shall generally be from 8:00 am to 5:00 pm, Mondays to Fridays.

- 1.1 *All personnel shall be required to use the biometric devices for the recording of attendance as primary reference. Attendance Logbooks shall be maintained in the respective offices as secondary reference for monitoring.*
- 1.2 *For offices rendering 24-hour services in the Central Office and Collection Districts, and assessment and operations offices in all Collection Districts, the regular 8-hours work per day shall preferably be in any of the following shifts:*
 - a. *12 Midnight to 9:00 AM*
 - b. *9 AM to 6 PM*
 - c. *10 AM to 7 PM*
 - d. *3 PM to 12 Midnight*

The monthly schedule (fixed daily) shall be prepared by all Chiefs of said Offices and reported to the Human Resource Management Division (HRMD) not later than 5 working days before the end of each month and shall take effect on the immediately following month.

- 1.3 *All personnel assigned in Offices performing field works outside the premises of the Bureau shall be required to accomplish the Official Business (OB) Slip through electronic means (IAMS) or submit hard copy to the Chief. OB slips may be accomplished within 3 days after the performance of confidential assignments for IG and EG personnel.*

Warehouseman personnel shall only be required to use the biometric system every Monday morning to record their time of



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arrival and every Friday afternoon for their time of departure, else an OB Slip shall be accomplished.

- 1.4 *No personnel shall be required to render continuous services for more than 14 hours except under extraordinary circumstances. Such circumstances shall immediately be reported by the Chief concerned to the HRMD within three (3) working days from occurrence.*
- 1.5 *A daily grace period of ten (10) minutes, which is counted from the start of the regular working hours, is allowed for all employees. Employees who will arrive in the office beyond the allowable grace period shall be considered tardy for that day.*
- 1.6 *For Chiefs of Offices entitled to and claiming overtime pay from the government, the provisions under 1.0 to 1.5 shall apply.*
- 1.7 *Designated Heads of Offices or Collection Districts (including Interim Offices) shall be required to log-in their time of arrival through the biometric device and observe the minimum 40-hours of services per week is rendered.*
- 1.8 *Only the Commissioner, Deputy Commissioners, and Service Directors shall be exempt from logging in the biometric devices for attendance recording, but their attendance and leave of absences shall be reflected in their Daily Time Records.*
- 1.9 *For all personnel on alternative work arrangement (Work-From-Home), recording of attendance (8:00 AM and 5:00 PM) and accomplishments shall be through the BOC Website, HR Corner, Self-Service Module of the IAMS.*

All exemptions mentioned in Item Nos. 2 and 3 of CMO 24-2016 are hereby withdrawn."

All other provisions of CMO No. 24-2016 and CMO 03-2017 not inconsistent herewith shall remain in force and effect.

This Order shall take effect starting March 01, 2021 (except for Items 1.2 and 1.9 which shall take effect on the first working day of April 2021) and shall remain valid unless otherwise revoked.

For strict implementation.

REY LEONARDO B. GUERRERO
Commissioner

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This is to acknowledge receipt of BOC Customs Memo Order No. 10-2021 Re: Amendment and Supplemental Provisions to BOC CMO No. 24-2016 Re: Working Hours on 9 March 2021.

Please submit three certified copies of this issuance, Our office is open from Mondays to Thursday from 8:00 AM to 3:00 PM and please do attach this acknowledgement upon submission.

Thank you.

Cecille Nagtalon