



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

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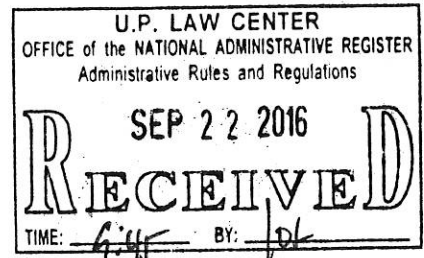
19 September 2016

CUSTOMS MEMORANDUM ORDER

NO. 24-2016

TO: All Bureau Officials and Employees

SUBJECT: Working Hours



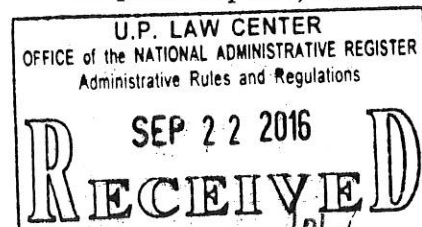
In line with our policy to provide optimum service to the transacting public and to enhance trade facilitation and at the same time maximize the working hours of BOC employees, the following guidelines are hereby prescribed:

1. The regular working hours in all offices, including offices under the Office of the Commissioner and all ports and subports, will be from 8:00 a.m. to 5:00 p.m., Mondays to Fridays.
2. Exempted from the regular working hours are the Arrival Operations Division, Aircraft Operations Division, Piers and Inspection Division, Formal Entry Division, or equivalent units, and other units rendering frontline services, or those having face-to-face transactions with clients. The District Collectors shall adopt working schedules for these units to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular office hours.

The District Collectors may also consider providing frontline services from 7:00 a.m. to 7:00 p.m., depending on the needs of the transacting public. The frontline services must at all times be complemented with adequate staff by adopting mechanisms such as rotation system among office personnel, sliding flexi-time, reliever system especially in peak times of the transaction, or providing skeletal personnel during lunch and snack time.

3. Also exempted are personnel from the Intelligence Group and Enforcement Group performing field work/guarding duty, whose working hours shall be governed by the order/detail issued to them. Corollarilly, lawyers performing legal services, given the nature of their work, i.e. prosecution, case build-up, research, etc. may also be exempted from the coverage of the regular working hours.

4. It shall be the responsibility of the Deputy Commissioner or District Collector concerned to arrange the working schedule of each staff not covered by the regular working hours, in accordance with this Order.
5. The shift schedule of those exempted from the regular working hours shall be the time reflected in their Daily Time Record. The shift assignments cannot be occasionally or periodically changed without the recommendation of the Division/Office Chief, subject to the approval of the Deputy Commissioner or District Collector concerned.
6. The shift schedule shall ensure that full and complete transaction services are rendered by the division/office throughout the regular working hours, without interruption of service.
7. All Deputy Commissioners/District Collectors shall ensure that there will be no interruption of service during lunch break pursuant to the Anti-Red Tape Act. Hence, lunch breaks should also be taken on shifting schedule.
8. The regular Monday flag raising ceremony, where employees except those on duty are required to attend, shall remain at 7:45 a.m. In case a Monday falls on a holiday, or the flag ceremony could not be held on that day due to work suspension or any other reason, it shall be held on the next working day of the week.
9. Employees who may be required to render service beyond the regular working hours in order to meet certain contingencies may collect overtime pay, subject to the provisions of Customs Memorandum Order No. 14-2014.
10. In the same manner, working days may also be altered to include Saturdays and Sundays. Personnel who work on such days are allowed to collect overtime pay; or may choose compensatory day-offs during weekdays, provided that the Saturdays and Sundays are considered as regular workdays for purposes of computation of overtime services.
11. All District Collectors are hereby directed to coordinate with the Arrastre Operator and other stakeholders of their respective ports in order to ensure full support on the working hours of their BOC personnel.
12. Officers and employees registered with the biometric system shall record their time of arrival and departure using the said system. The use of logbooks may be allowed provided their respective names and signatures as well as the time of their actual arrival to and departure from office are indicated. As far as practicable, this shall include those serving in the field, that is, outside the office proper, and those on the water or service rendered on board a vessel as the usual place of work. The Record of Attendance, which shall be kept in a conspicuous place, shall be in the



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custody of the Division Chief or duly designated officer who shall monitor the arrival and departure of employees.

13. Employees who are on official business outside their usual place of work are required to accomplish an OB pass and secure the approval of their Division/Office Chief prior to the event.
14. All Division/Office Chiefs, through their respective Deputy Commissioners /District Collectors, shall submit a monthly schedule on the regular working hours of their staff for submission to the Human Resources Management Division for records and monitoring purposes.
15. All officers and employees rendering frontline services shall be provided with identification cards in addition to the official identification card issued by the Bureau. The additional identification card should be larger, with bigger print such that the official or employee concerned can be more easily identified, and shall be worn at all times when the officer or employee is transacting with the public.
16. Customs Memorandum Order No. 33-2015 and other issuances inconsistent with this Order are hereby repealed and set aside, or amended accordingly.

This Order shall take effect starting October 1, 2016 and shall remain valid unless otherwise revoked.

Nicanor E. Faeldon
NICANOR E. FAELDON
Commissioner



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SEP 20 2016

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