



Republic of the Philippines
Department of Finance
BUREAU OF CUSTOMS
1099 Manila

U.P. LAW CENTER	
OFFICE of the NATIONAL ADMINISTRATIVE REGISTER	
Administrative Rules and Regulations	
OCT 25 2017	
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CUSTOMS MEMORANDUM ORDER
NO. 24-2017

SUBJECT : MANDATORY RESPONSE TIME TO ACT ON OFFICIAL COMMUNICATION

I. REFERENCES:

- A. Republic Act No. 10863, otherwise known as "Customs Modernization and Tariff Act"
- B. Republic Act No. 6713, otherwise known as "Code of Conduct and Ethical Standards form Public Officials and Employees"
- C. Republic Act No. 9485, otherwise known as "Anti-Red Tape Act of 2007"
- D. SONA Directive No. 2017-0010 with subject "Processing of Requests from the Public within 15 Working Days" dated 07 September 2017

II. PREFATORY STATEMENT

Republic Act No. 6713, otherwise known as "Code of Conduct and Ethical Standards form Public Officials and Employees" provides under Rule VI (Duties of Public Officials and Employees) that a request or petition, whether written or verbal, can be disposed of promptly and expeditiously and that the employee in charge to whom the same is presented shall do so immediately, without discrimination and in no case beyond fifteen (15) days from receipt of the request or petition.

Also, Republic Act No. 9485, otherwise known as "Anti-Red Tape Act of 2007" mandates that all applications and/or request in the frontline services shall be acted upon within the prescribed period under the Citizen's Charter, which in no case shall be more than five (5) working days for simple transactions and not more than ten (10) days for complex transactions from the time it was received.

In the inaugural speech of President Rodrigo Roa Duterte, the first policy he laid down for his administration is to limit redundant requirements and reduce processing time for issuing business permits "to the barest minimum".

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On September 7, 2017, Cabinet Secretary Leoncio B Evasco, Jr. issued SONA Directive No. 2017-0010 with subject "Processing of Requests from the Public Within 15 Working Days", part of which reads "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.**"

In this view, an internal guideline on the acceptable time to act on all official communications is hereby issued.

III. SCOPE AND COVERAGE


This Customs Memorandum Order shall apply to all Groups, Districts, Offices and personnel of the Bureau (organic, detailed, contractual, job order and under contract of service) who handle or act on communication/memorandum including but not limited to written or verbal communication, correspondence to and from other agencies, inter-office memo, CSW and all other forms not specifically covered by Republic Acts No. 6713 and 9485.

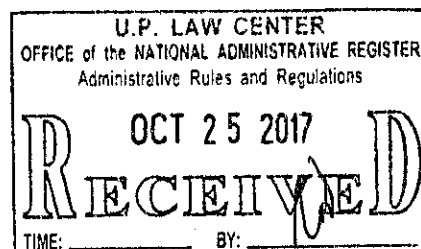
IV. STATEMENT OF POLICY

Consistent with the President's pronouncement, the Bureau of Customs as an agency or through its Groups, District, Offices sets a 5-day mandatory timeframe to respond to all clients, be it external or internal, efficiently and effectively.

- A. If the communication is within the jurisdiction of the office, the official or personnel must:
1. Acknowledge receipt of the communication specifying the Group, District or Office, name of the receiving personnel and time and date
 2. Perform appropriate action based on the requirement of the official communication received
 3. When the matter is non-routine or the issues involved are not simple or ordinary, or when there is a need to request for additional information, requirements or documents, the following shall apply:
 - a. The office shall notify the requesting office within five (5) days the possible date of completion of the action required.
 - b. When all other documents or requirements are at hand, the official or personnel must continue the appropriate action required.

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- B. If communication/memorandum is outside its jurisdiction, the official or employee must:
 1. Acknowledge receipt of the communication specifying the Group, District or Office, name of the receiving personnel and time and date.
 2. Refer to proper Group, District, or Office for appropriate action.
- C. All outgoing communication/ memorandum shall be recorded accordingly
- D. All affected existing Citizen's charter of each Group, District, or Office shall be deemed obsolete and must be revised, reprinted and reposted accordingly.

V. EFFECT OF NON-COMPLIANCE

Failure to comply with the provisions of this CMO may be a ground for administrative and disciplinary sanctions against any erring public officer or employee as provided under existing laws and regulations.

VI. EFFECTIVITY

The Customs Memorandum Order shall take effect upon signing.

[Handwritten Signature]
ISIDRO S LAPENA, PhD, CSEE
Commissioner
 Bureau of Customs
 ISIDRO S LAPENA
 Commissioner
 17-01533

DATE SIGNED: OCT 23 2017

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