



**BUREAU OF CUSTOMS**

*Professionalism Integrity Accountability*



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**MEMORANDUM**

**TO :** ALL DISTRICT COLLECTORS

**FROM :** REY LEONARDO B. GUERRERO  
Commissioner *RLB* JUL 21 2020

**SUBJECT :** CREATION AND DEPLOYMENT OF BOC-CARES KIOSKS

**DATE :** 16 JULY 2020



BOC-03-06162

This is to notify all Collection Districts that the budget for the creation and deployment of BOC-CARES Kiosks has been approved by the Budget Division with an amount of P10,000 per Collection District. All ports are hereby directed to coordinate with the Budget Division for the furtherance of their respective BOC-CARES Kiosks.

In reference to a memorandum dated April 13, 2020, the BOC shall deploy BOC-CARES kiosks in all ports to serve as an avenue where stakeholders can raise queries, concerns, and complaints aligned with the Bureau's efforts to improve interaction with its stakeholders.

Moreover, the Collection Districts must determine a conspicuous area where the kiosks are accessible to their stakeholders and the manning of BOC-CARES kiosks shall be done by the Local BOC-CARES Officer pursuant to an un-numbered memorandum dated 27 August 2019 on assignment of local information and BOC-CARES representatives.

For strict compliance.