



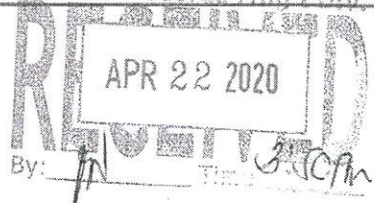
BUREAU OF CUSTOMS

Professionalism Integrity Accountability

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BUREAU OF CUSTOMS Central Records Mng't Div.



MEMORANDUM

TO : ALL DISTRICT COLLECTORS

FROM : REY LEONARDO B. GUERRERO Commissioner

SUBJECT : MONITORING OF BOC FB LIVE SESSION AND FEEDBACK ON CONCERNS POSTED DURING THE SESSION

DATE : 20 APRIL 2020

In line with the Government's efforts to provide regular information to the public throughout the Enhanced Community Quarantine the Bureau of Customs is conducting Facebook Live Sessions every Monday, Wednesday and Friday to serve as an avenue for stakeholder engagement using social media platforms.

In this regard, respective Collection Districts are hereby advised to monitor FB Live Sessions to ensure that all ports and offices are aligned with the updates being rolled out by the Bureau. Collection Districts are likewise directed to answer any queries raised during the FB Live Session and provide feedback within 24 hours.

Collection Districts through their respective Public Information Officers (PIO) are also directed to provide the Public Information and Assistance Division (PIAD) with documentation such as videos and photos reflecting the release of shipments like Personal Protective Equipment (PPE) and other Essential Goods. The said documentation must reflect the Bureau's campaign of "BOC IN ACTION" exhibiting our frontline personnel's readiness to render duties in the delivery of PPE, medical supplies and other essential goods during the ECQ

For strict compliance.