

**MEMORANDUM**

TO : ALL DEPUTY COMMISSIONERS AND
 ASSISTANT COMMISSIONER,
 ALL DISTRICT AND SUPPORT COLLECTORS,
 ALL SERVICE DIRECTORS,
 ALL CHIEFS, FORMAL ENTRY DIVISION
 ALL OTHERS CONCERNED

FROM: REY LEONARDO B. GUERRERO
 Commissioner



BOC-03-10479

JUN 09 2021

SUBJECT: GENERAL PUBLIC COMPLAINTS MONITORING

DATE: May 28, 2021

In the exigency of service and in line with the Bureau of Customs' thrust to promote good communication and engagement with its stakeholders, the Bureau must reinforce the general public complaints monitoring.

1.0 Reference:

- 1.1 E.O. 127 s. 1987 Reorganizing the Ministry of Finance
- 1.2 Bureau of Customs Citizen's Charter 2019 (1st Edition)

2.0 The pertinent provisions of E.O. 127 s. 1987 are hereunder reproduced reminding:

"Sec. 21 Public Information and Assistance Office – The Public Information and Assistance Office shall have the following functions:.....

(c) Receive complaints and grievances from the general public; prepare referrals to concerned Offices and monitor responses or actions taken;"

All other grievances and complaints from the general public which were not coursed through the following complaints receiving offices / agencies must be recorded with the Public Information and Assistance Division:

- o Civil Service Commission – Contact Center ng Bayan,
- o Citizens Complaint Hotline 8888,
- o Presidential Complaint Center,
- o Presidential Anti-Corruption Commission, and the
- o Anti-Red Tape Authority

For strict and immediate compliance of the above provisions, all the general public complaints and grievances must be submitted through complaints@customs.gov.ph