



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

September 26, 2017

**CUSTOMS MEMORANDUM CIRCULAR
NO. 156-2017**

To: All Deputy Commissioners
All Directors and Division Chiefs
All District/Port Collectors
And Others Concerned

Subject: Streamlining of Government Frontline Services

Attached is a copy of the SONA-DIRECTIVE NO. 2017-0007, directing "*all government agencies to further streamline their frontline services from womb to tomb and undertake all necessary measures to make these truly efficient, responsive, and people-friendly.*"

For your information and guidance.

For record purposes, please confirm the dissemination of this circular throughout your offices within fifteen (15) days from receipt hereof.

A handwritten signature in black ink, appearing to read "Isidro S. Lapeña".

ISIDRO S. LAPEÑA, PhD, CSEE
Commissioner



SEP 28 2017

SONA DIRECTIVE no. 2017-0007.

FOR : Undersecretary Gloria Jumamil-Mercado
Office of the Cabinet Secretary [Lead]

All Department Secretaries and Agency Heads

FROM : The Cabinet Secretary

SUBJECT : **FURTHER STREAMLINING OF GOVERNMENT FRONTLINE SERVICES**

DATE : 25 July 2017

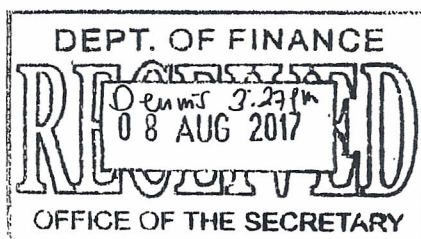
During the 2017 State of the Nation Address held at the Batasang Pambansa, Quezon City on 24 July 2017, the President narrated that through Hotline 8888, PACE, among others, he has received complaints from the public on government services pertaining to slow processing, unclear or changing procedures and requirements, centralized issuance of clearances and permits in Metro Manila, and discourteous government employees, among others. He expressed his exasperation for these inefficiencies that make life difficult for the people and deprive them of the fast and quality service that they deserve.

Thus, he directed all government agencies to further streamline their frontline services from womb to tomb and undertake all necessary measures to make these truly efficient, responsive, and people-friendly.

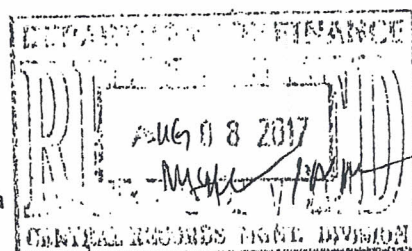
Submit a status report of actions taken, citing the above reference number, to the Office of the Executive Secretary, copy furnished the Presidential Management Staff at directives@pms.gov.ph not later than 15 days upon receipt of this memo, and regular updates thereafter until the directive has been fully complied with.

For your appropriate action.

Leoncio B. Evasco Jr.
LEONCIO B. EVASCO JR.



Copy furnished:
The Executive Secretary, Malacañan Palace
The Special Assistant to the President, Malacañan Palace
The Acting Head, Presidential Management Staff, San Miguel, Manila



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