



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
**BUREAU OF CUSTOMS**

**MEMORANDUM**

**TO :** ALL DISTRICT COLLECTORS  
ALL OTHERS CONCERNED

**SUBJECT :** Complaints concerning BOC and/or other government  
Agencies

**DATE :** 09 February 2017

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To efficiently serve the interest of our stakeholders, all complaints received by your respective Offices involving services rendered by the Bureau should be addressed within the hour of posting. Accordingly, heads of offices are directed to monitor all complaints, including those coursed through the official BOC Facebook and Twitter accounts. The heads of offices concerned are responsible in addressing the issue/complaint. This is without prejudice to the administrative complaint as may be filed against the BOC employee under the circumstances.

In the event that the complaint or issue does not concern this Bureau, please direct the complainant to the right agency or office.

For strict compliance.

**NICANOR E. FAELDON**

Commissioner

