

2018-03-029






Republic of the Philippines  
Department of Finance  
**BUREAU OF CUSTOMS**  
1099 Manila

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**OFFICE OF THE COMMISSIONER**

**MEMORANDUM**

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

FROM :   **ISIDRO S. LAPEÑA, PhD, CSEE**  
Commissioner,  18-04674  
MAR 23 2018

SUBJECT : **REITERATION ON THE COMPLIANCE TO CMO 24-  
2017 (5-DAY MANDATORY TIMEFRAME TO  
RESPOND TO ALL CLIENTS)**

DATE : March 21, 2018

In relation to the Bureau's efforts to enhance its positive image to the public, all concerned are reminded and directed to comply to the 5-day mandatory timeframe to respond to all clients, be it external or internal.

It has been reported that concerns and/or complaints lodged personally in various BOC offices or via electronic mail are not acted upon accordingly within the prescribed period.

Republic Act 9485 (Anti-Red Tape Act of 2007) requires that inquiries have to be acknowledged and acted upon at least within five (5) working days upon receipt for simple transactions and ten (10) working days for complex transactions. Further, Section 5 of Executive Order No. 6, s. 2016, requires that CONCRETE and SPECIFIC ACTION be provided in response to complaints and/or requests.

For strict compliance.