



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

May 16, 2018

CUSTOMS MEMORANDUM CIRCULAR
NO. 93-2018

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

SUBJECT: OP Memorandum Order No. 44 / 15-days Respond Time to all Public Requests and Concerns

Attached is a copy of Memorandum Order No. 44 from Executive Secretary Salvador C. Medialdea, Office of the President, entitled "Directing all Government Agencies and Instrumentalities, including Government-Owned or Controlled Corporations, to respond to all Public Requests and Concerns within Fifteen Days from receipt thereof".

For your information and guidance.

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

MAY 17 2018

Isidro S Lapeña
ISIDRO S LAPEÑA, PhD, CSEE
Commissioner
4

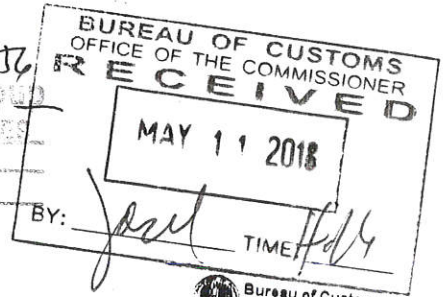


CMC 93-2018 P-2



Republic of the Philippines
DEPARTMENT OF FINANCE
Roxas Boulevard Corner Pablo Ocampo, Sr. Street
Manila 1004

Diaz
MASTER COPY



MEMORANDUM

FOR : HEADS OF OFFICES
This Department

HEADS OF BUREAUS/ATTACHED AGENCIES
Department of Finance

FROM : *[Signature]*
ALVIN P. DIAZ
Director IV
Central Administration Office

SUBJECT : Memorandum Order No. 44 entitled "DIRECTING ALL GOVERNMENT AGENCIES AND INSTRUMENTALITIES, INCLUDING GOVERNMENT-OWNED OR-CONTROLLED CORPORATIONS, TO RESPOND TO ALL PUBLIC REQUESTS AND CONCERNS WITHIN FIFTEEN DAYS FROM RECEIPT THEREOF"

DATE : May 11, 2018

Attached for information and guidance is a copy of Memorandum Order No. 44 dated 4 May 2018 from Executive Secretary Salvador C. Medialdea, Office of the President on the above-captioned subject.

BUREAU OF CUSTOMS
OFFICE OF THE COMMISSIONER

E18-00617

Cmc 93-2018 P.3

Office of the President
of the Philippines
Malacañang

MASTER COPY

MEMORANDUM CIRCULAR NO. 44

DIRECTING ALL GOVERNMENT AGENCIES AND INSTRUMENTALITIES, INCLUDING GOVERNMENT-OWNED OR-CONTROLLED CORPORATIONS, TO RESPOND TO ALL PUBLIC REQUESTS AND CONCERNS WITHIN FIFTEEN DAYS FROM RECEIPT THEREOF

WHEREAS, Section 28, Article II of the 1987 Constitution provides that the State adopts and implements a policy of full public disclosure of all its transactions involving public interest, subject to reasonable conditions prescribed by law;

WHEREAS, Republic Act (RA) No. 9485, or the Anti-Red Tape Act of 2007, provides that the State shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, with the objective of reducing red tape and expediting transactions in government;

WHEREAS, Section 5 (a) of RA No. 6713, or the Code of Conduct and Ethical Standards for Public Officials and Employees, provides that all public officials and employees shall, within fifteen (15) working days from receipt thereof, respond to letters, telegrams or other means of communications sent by the public and that the reply must contain the action taken on the request;

WHEREAS, the State shall provide the means to strengthen the people's channel of communication to the government by promoting and emphasizing the importance of responsive and service-oriented government agencies and instrumentalities, with the objective of fostering transparency and accountability;

NOW, THEREFORE, all government agencies and instrumentalities, including government-owned or- controlled corporations, performing frontline services as defined in RA No. 9485 are hereby directed to respond to all public requests and concerns within fifteen (15) days from receipt thereof, unless a shorter period is provided under applicable laws and issuances.

It is understood that "frontline services" under RA No. 9485 is defined as the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the agency or office concerned.

This Memorandum Circular shall take effect immediately.

DONE in the City of Manila, this 4th day of May, in the year of Our Lord, Two Thousand and Eighteen.

By authority of the President:

SALVADOR C. MEDIALDEA
Executive Secretary

