



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS
MANILA 1099

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MEMORANDUM

TO : ALL DISTRICT AND SUB-PORT COLLECTORS
ALL APPRAISERS
ALL EXAMINERS
ALL OTHERS CONCERNED

FROM : **ATTY. EDWARD JAMES A. DY BUCO**
Deputy Commissioner, AOCG *OK*

SUBJECT : **SUBMISSION OF ACTIONS TAKEN/ RESPONSE
ON IAS DAILY MONITORING REPORT WITHIN
THE MANDATORY TIMEFRAME**

DATE : June 18, 2018

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1. Reference(s):
 - a. CMO No. 24-2017 "Mandatory Response Time to Act on Official Communication"
 - b. Memorandum dated March 21, 2018 "Reiteration on the Compliance to CMO 24-2017 (5-Day Mandatory Timeframe to Respond to All Clients)"
 2. This is to remind and emphasize to all Customs personnel concerned the mandatory response time per CMO 24-2017 to wit:

*"IV. Statement Policy – Consistent with the President's pronouncement, the Bureau of Customs as an agency or through its Groups, District, Offices sets a **5-day mandatory timeframe to respond to all clients, be it external or internal, efficiently and effectively.**"*
 3. Henceforth, all concerned are expected to submit their actions taken/response on IAS Daily Monitoring Report within the timeframe provided by the CMO.
 4. Customs personnel found non-compliant with this order shall be meted with the penalties, but not limited to, prescribed under Title V of CMO 24-2017 and Sec. 1431, Title XIV, Chapter 2 of R.A. No. 10863 (Customs Modernization and Tariff Act)
 5. For strict compliance.