



MABUNYING ADUANA

MULA DAUNGAN HANGGANG PAKIPAPAN
SA LAHAT NG SULOK NG KAPULUAN
ADUANA ANG LAGING NAGTATANGI
KABAN AY MASIDILAN BUWIS PARA SA DAYAN

MULA SA HIMPAPAWID HANGGANG PAGAWAAN
MULA SA PANTALAN T... KALKALAN
ADUANA ANG TUL... LUUGHAY
ATING INANG BAY... AIGDIDAN

PANGALAGAN NATH... SALIGRAN
KAPIT-BISIG... SILIHAN
A PAGBUBU... NGAN

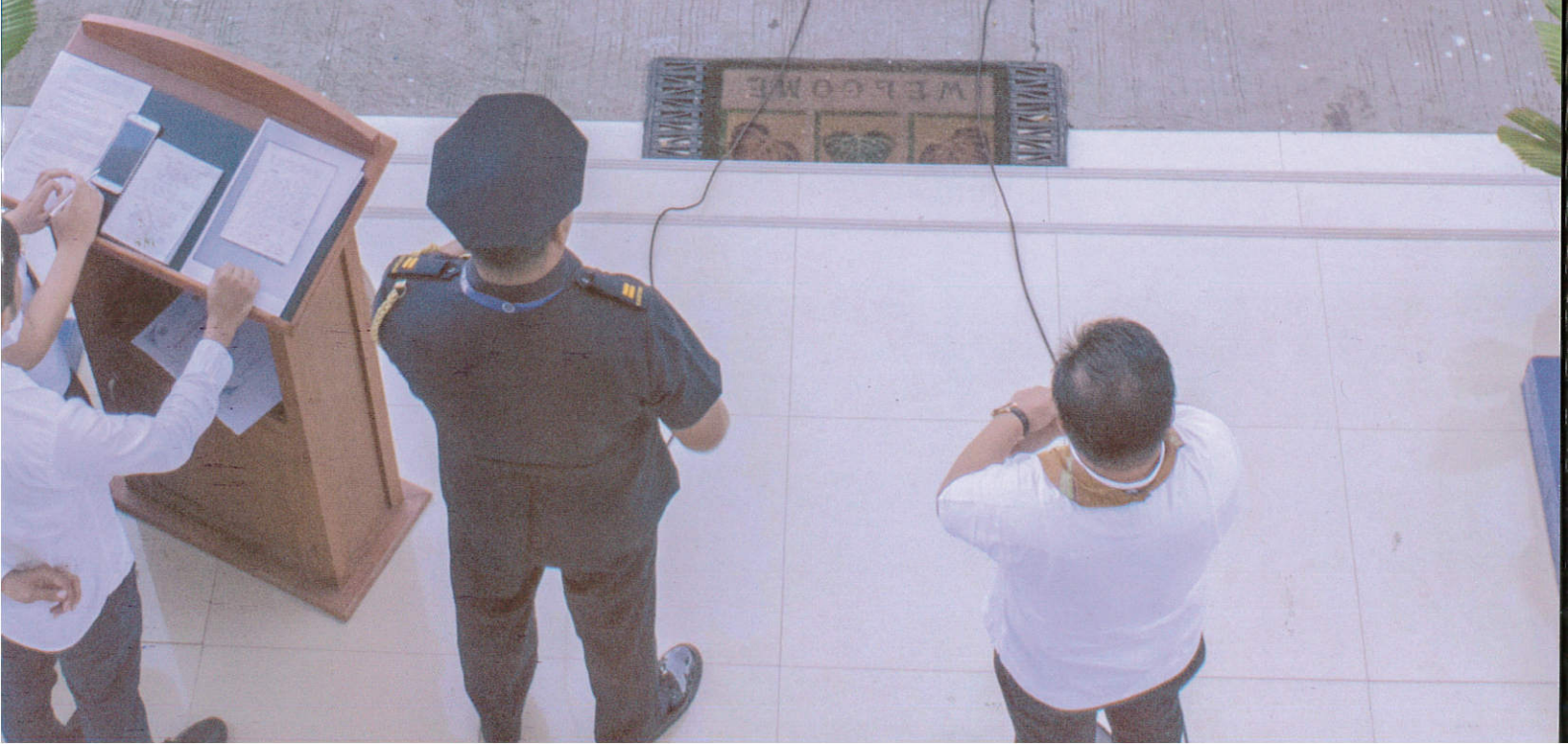
SUL... SA
SA BAGON... SA
PANGAH... NA

TAGE...
IPAGE... SA LA...
IPAGRU... SA DAGING...
IPAGRU... SIGAW... NA



CITIZEN'S CHARTER

SERIES 2017



Vision

A modernized and efficient customs administration that every Filipino can trust and be proud of.

Mission

- To assess and collect lawful revenues efficiently
- To effectively curb illicit trade and all forms of customs fraud
- To facilitate trade in a secured manner
- To implement relevant technology for an efficient and effective customs management aligned with international customs best practices
- To promote professionalism and integrity in the service

Values

As Customs Administration we are committed to:

- Professionalism and Integrity
- Transparency and Accountability
- Consistency and Simplicity
- Vigilance and Dynamism
- Be responsive to the needs of the community and industry

As Customs Personnel we are committed to be:

- Competent and Efficient
- Accountable and Responsible
- Honest and Dedicated
- Firm and Fair
- Helpful and Courteous
- Simple in lifestyle

ENTRY PROCESSING UNIT

SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY-FRIDAY (8:00 AM-5:00 PM)

WHO MAY AVAIL OF THIS SERVICE:

ACCREDITED IMPORTERS, BROKERS,
Authorized Representatives

PROCESSING OF IMPORT ENTRIES

REQUIREMENTS:

HOW TO AVAIL OF THE SERVICE

1. Documentary Requirements:

- a. Duly Accomplished Import Entry and Internal Revenue Declaration (IEIRD) - BC Form 236
 - b. Commercial Invoice
 - c. Packing List
 - d. Bill of Lading
 - e. Permit or Clearance (for regulated import commodity)
 - f. Permits or clearances from concerned government agency (for regulated import commodity)
2. Payment of Duties and Taxes to Authorized Agent Bank
 3. Electronic Lodgement of IEIRD through VASP
 4. Boatnote

STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	Submits IEIRD with attached documentary requirements	1.1 Receives IEIRD, Check and records pertinent documents, matches and verifies entry declaration as against inward foreign manifest, Tagging of Local Entry Number	1 minute	Receiving/ Document Processor	NONE	IEIRD
		1.2 Checks the completeness of the attached document of the field Entry	1 minute	Document Examiner	NONE	
2	Client secures the approval of entry	2.1 Reviews Approves/ Disapproves Entry	1 minute	Chief, EPU	NONE	
		2.2 Record/Encodes document, tagging all documents in reference to the Local Entry	1 minute		NONE	
3	Proceed to Assessment Division (Examiner Section)	Forward documents to Examiner Section		Encoding / Document Processor	NONE	
END OF TRANSACTION			5 minutes			

ASSESSMENT DIVISION

SCHEDULE OF AVAILABILITY OF SERVICE:

MONDAY-FRIDAY (8:00 AM-5:00 PM)

WHO MAY AVAIL OF THIS SERVICE:

ACCREDITED IMPORTERS, BROKERS,
Authorized Representatives

PROCESSING OF FORMAL ENTRY DECLARATION (IEIRD) AND INFORMAL IMPORT DECLARATION AND ENTRY (IIDE)

DOCUMENTARY REQUIREMENTS:

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM	
a. Duly Accomplished Import Entry and Internal Revenue Declaration (IEIRD) - BC Form 236		1.1 Receives and verifies the entry declaration viz-a-viz the attached documents and the Inward Foreign Manifest	5 minute	Document Processor	NONE	IEIRD - BC FORM 236/ IIDE - BC FORM 177	
		1.2 Assigns Customs Examiner	1 minute	Principal Examiner/ COO V/ Assessment Division Chief	NONE	-do-	
b. Duly Accomplished Informal Import Declaration and Entry (IIDE) - BC Form 177	I	1.3 Assigns PRU to check on the Certificate of the Origin to match with the specimen signature for confirmation purposes	2 minute	Principal Examiner/ COO V/ Assessment Division Chief	NONE	-do-	
		1.4 Assesses the duties and taxes, makes return of findings and subsequently submits the entry to the Principal Examiner for review	Shipment tagged as- GREEN - 5 minutes YELLOW - 15 minutes RED - 3 hours & 30 minutes	Customs Examiner	NONE	-do-	
c. Commercial Invoice							
d. Packing List							
e. Bill of Lading							
f. Temporary Assessment Notice		1.5 Issues Final Assessment Notice (FAN)	5 minute	COO v / Appraiser	NONE	-do-	
g. Permits of Clearances from concerned government agency (for regulated import commodity)	2	1.6 Issuance of final approval for the release of shipment	5 minute	Chief, Assessment Division	NONE	-do-	
		Proceed to Releasing Section for OLRs Tagging / printing	Online Release System (OLRS) Tagging of entry	5 minute	Head, Releasing Section	NONE	-do-
	3	Pick-up release documents at the Cashier's Office	Issues release documents Online Release System	15 minute	Cashier	NONE	-do-
END OF TRANSACTION			GREEN - 43 minutes YELLOW - 53 minutes RED - 4 hours & 8 minutes				

EXPORT DIVISION

SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY-FRIDAY (8:00 AM-5:00 PM)

WHO MAY AVAIL OF THIS SERVICE:

ACCREDITED EXPORTERS, OR their
Authorized Representatives, Customs
Brokers

PROCESSING OF EXPORT DECLARATION- SINGLE ADMINISTRATIVE DOCUMENT

DOCUMENTARY REQUIREMENTS:

- a. Printed Export Declaration- Single Administrative Document (ED-SAD)
- b. Proforma Invoice
- c. Packing List
- d. Commodity Clearance/Permit (original copy)
- e. (Exports of Regulated Products based on Customs Memorandum Circular # 64-2014 or the Revised List of Prohibited and Regulated Products for Export under Executive Order NO. 1016 (March 1985)
- f. Transit Cargo Manifest (TCM)

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	Accredited Exported/Broker submits the accomplished noc Export Declaration with the appropriate documentary requirements.	1. Receive and record the Export Declaration/SAD in the log book. 2. Assign The Trade Control Examiner (TCE) to process/update SAD.	1 min. per ED	Receiving Clerk	PHP 115.00	BOC ED- SAD (Single Administrative Document) Packing List Proforma Inv.
2		Determine the Selectivity lane- Red- require physical examination, X-ray scanning Yellow- conduct assessment and verification of documents submitted Green- Proceed to step 5	1 min. per ED	Trade Control Examiner (TCE)	NONE	
3		Conduct physical examination of shipments if: a. Under the Red Lane b. Regulated Commodity c. Covered with Alert Order d. With Positive X-ray result e. Covered by Re-export Bond f. Subject for Repair- issue Certificate of Identification in case of item E & F.	2 hours (if within Sasa area only)	Trade Control Examiner (TCE)	NONE	Certificate of Identification (CI)
4		Update SAD, Accomplish Inspection Act	2 mins. Per ED (if E2M system's speed is fast)	Trade Control Examiner (TCE)	NONE	Inspection Act (IA)
5		Affix signature on the SAD and forward same to the Chief for the Review and Approval.	30 seconds per ED	Trade Control Examiner (TCE)	NONE	BOC ED- SAD
6		Review the Trade Control Examiner's (TCE) findings, approve the SAD and the Transit Cargo Manifest in case of local transshipment and reroute selectivity from Yellow and Red to Green.	3 mins. per ED	Chief	NONE	Transit Cargo Manifest for local transshipment
END OF TRANSACTION			2 Hours; 7-5 Minutes			

PORT OPERATIONS DIVISION

SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY-FRIDAY (8:00 AM-5:00 PM)

WHO MAY AVAIL OF THIS SERVICE:

SHIP AGENT/SHIPPING LINES/
Shipping Line representatives

FOREIGN TRANSHIPMENTS

DOCUMENTARY REQUIREMENTS:

- Transshipment Permit Form (BC 199)
- Copy of Bill of Lading
- Copy of Commercial Invoice
- Copy of Invoice Manifest
- Boat Note (BC 36)

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	Submit Request with attached documents at POD	1.1 Reviews Documents 1.2 Recommends approval/signs boatnote 1.3 Assigns Customs Guard	3 Minutes	Chief POD	Boatnote- PHP 115.00	BC 36
2	Secure recommendation approval from ESS/C11S and Cargo Control	2.1 Recommends approval of request 2.2 Approves request from transshipment	3 Minutes	ESS District Commander, C11S Chief and Cargo Control Division	NONE	
3	Submits approval request to the Deputy Collector for Operations	Transmits documents back to POD	3 Minutes	Deputy Collector for operations	NONE	
END OF TRANSACTION			9 Minutes			

PERMIT TO BOARD FOREIGN VESSELS

DOCUMENTARY REQUIREMENTS:

- Letter request for Special Permit to Board
- Affixed Documentary Stamps- PHP 115.00

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	Submits letter request addressed to District Collector of Customs	1.1 Receives payment and Stamp Request	2 Minutes	Cashier	PHP 115.00	
2	Secures recommendation from Chief, POD	1.2 Issues Official receipts 2. Evaluates and recommends approval of request	2 Minutes 3 Minutes	Cashier Chief POD	NONE	
3	Proceed to ESS and secures recommendation approval	3. ESS District Commander evaluates and recommends approval of request	3 Minutes	ESS Customs Police	NONE	
4	After securing recommending approval from POD and ESS, client transmits documentary to the Deputy Collector	4. Approves request	3 Minutes	Deputy Collector for Operations	NONE	
END OF TRANSACTION			13 Minutes			

SPECIAL PERMITS TO LOAD/ DISCHARGE/ TRANSFER

DOCUMENTARY REQUIREMENTS:

- Letter request for Special Permit to Load/ Discharge/ Transfer
- Affixed Documentary Stamps- PHP 115.00

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	Submits letter request addressed to District Collector of Customs	1.1 Receives payment and Stamp Request	2 Minutes	Cashier	PHP 115.00	
2	Client brings documents to Chief POD for evaluation	1.2 Issues Official receipts Evaluates and recommends approval of request	2 Minutes 3 Minutes	Cashier Chief POD	NONE	
3	Client secures recommending approval from Cargo Control and POD	Recommends approval of request	3 Minutes	ESS Customs Police	NONE	
4	Ship Agent / Client submits documents to the Deputy Collector for Operations for approval	Approves permit request	3 Minutes	Deputy Collector for Operations	NONE	
END OF TRANSACTION			13 Minutes			

CUSTOMS BONDED WAREHOUSE DIVISION

SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY-FRIDAY (8:00 AM-5:00 PM)

WHO MAY AVAIL OF THIS SERVICE:

SHIP AGENT/SHIPPING LINES/
Shipping Line representatives

PROCESSING OF IMPORT ENTRIES AT THE CUSTOMS BONDED WAREHOUSE (CBW) DIVISION

REQUIREMENTS:

1. Documentary Requirements:
 - a. Duly Accomplished Import Entry and Internal Revenue Declaration (IEIRD) - BC Form 236
 - b. Commercial Invoice
 - c. Packing List
 - d. Bill of Lading
 - e. Permit of Clearance (for regulated import commodity)
 - f. Permits or Clearances from concerned government agency (for regulated import commodity)
2. Payment of Duties and Taxes to Authorized Agent Bank / Charging the equivalent bond
3. Electronic Lodgement of IEIRD through VASP
4. Boatnote

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM
I	Proceed to Customs Document Receiving Section / Entry Processing Unit for submission of duly accomplished IEIRD Form together with the supporting document	1.1 Receives and verifies the entry declaration vis-a-vis to the attached documents and the Inward Foreign Manifest	3 Minutes	Document Processor		
		1.2 Assign Customs Examiner	5 minutes	Principal Examiner		
2	Awaiting for the IEIRD to be posted with a bond by bonds offer	2. Charge Bonds equivalent to the declared duties and taxes	5 minutes	Bonds Division	NONE	
3	Awaiting for the IEIRD to be evaluated if raw materials imported are within the Allowable Quota and List of Importables	3. Check and evaluate if raw materials are within the Allowable Quota and List of Importables	10 minutes	Customs Bonded Warehouse Division		
4	Awaiting for the examination conducted by the examiner	4. Notes/Instructs examination to the assigned examiner	3 minutes	Principal Examiner		
5	Awaiting for the Principal Examiner in reviewing the nature of the goods	5. Reviews Documents and physical examination	5 minutes	Customs Examiner		
6	Awaiting to appraise the value	6. Assess duties and taxes	5 minutes	Customs Assessor		
7	Awaiting for the entry to be signed by the Assistant Chief	7. Issues Final Assessment Notice (FAN)	5 minutes	Assistant Chief		
8	Awaiting for the entry to be signed by the Chief of Assessment	8. Reviews entry for final approval	5 minutes	Chief, Assessment Division		
9	Proceed to the Releasing Section for OLRs	9. Tagging of Entry Online Release System (OLRS)	5 minutes	Head, Releasing Section		
10	Pick up hard copy of released document	10. Receives Payment as approved by the Assessment Division	5 minutes	Chief, Cash Section		
II	Awaiting for the boatnote to be signed by the cbw Chief	11. Approves Boatnote for the release of the cargo	3 minutes	Chief, cbw	PHP 115.00	Boatnote
END OF TRANSACTION			42 minutes			

CASH SECTION

SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY—FRIDAY (8:00 AM—5:00 PM)

WHO MAY AVAIL OF THIS SERVICE:

IMPORTERS, CUSTOMS BROKERS,
Authorized Representatives

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM
I	Pay customs documentary Stamp, certification fee, registration fee, permit fee, filling fee and other fees.	Issues official receipt	5 minutes	Cashier	Customs Documentary Stamp Tax-115, Permit Fee-400, Amendment Fee-500, Registration Fee-1000, LRF-10 for every 1,000, Form-15	Letter request, Certificate of Origin, Export Declaration
2	Proceed to divisions concerned			Divisions concerned		
END OF TRANSACTION			5 minutes			

STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM
I	Pay duties, taxes and other charges of inform (airfreight)	Issues official receipt	15 minutes	Cashier	Duties, taxes and other charges assessed	Informal Entry, Airway Bill Commercial Invoice
2	Claim baggage					
END OF TRANSACTION			15 minutes			

ENFORCEMENT AND SECURITY SERVICE CUSTOMS POLICE DIVISION

SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY-FRIDAY (8:00 AM-5:00 PM)

- ISSUANCE OF SPECIAL PERMIT TO LOAD (SPL)
- ISSUANCE OF SPECIAL PERMIT TO DISCHARGE (SPD)
- ISSUANCE OF SPECIAL PERMIT TO BOARD (SPB)

WHO MAY AVAIL OF THIS SERVICE:

SHIP AGENT, SHIPPING Lines, Shipping Line Representative

DOCUMENTARY REQUIREMENTS:

- a. Letter request for SPL, SPD or SPB
- b. Affixed Documentary Stamps - PHP 115.00

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	Shipping Line Representative/ Customs Broker/ Authorized Representative submits letter request for issuance of SPD, SPB or SPL	1.1 Receives/Records request	6 minutes	Staff/ Receiving Clerk	NONE	SPL SPD SPB
		1.2 Evaluates and recommends approval of the request	6 minutes	Staff/ Receiving Clerk	NONE	SPL SPD SPB
		1.3 Signs/Approves request for SPD, SPB or SPL	2 minutes	District Commander, ESS	NONE	SPL SPD SPB
2	Secures recommendation approval for POD, CIIS and Cargo Control Unit	2. Records approved request and transmit to POD, CIIS and Cargo Control for further approval	5 minutes	Staff/ Receiving Clerk	NONE	SPL SPD SPB
END OF TRANSACTION			19 minutes			

CUSTOMS INTELLIGENCE & INVESTIGATION SERVICES

SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY—FRIDAY (8:00 AM—5:00 PM)

WHO MAY AVAIL OF THIS SERVICE:

INDIVIDUAL, PARTNERSHIP, CORPORATION and Government agencies and instrumentalities. The registration of an importer under this scheme is limited only to one importation for the period of 365 days from the date of approval by the District Collector.

BOC-CLIENT PROFILE REGISTRATION SCHEME (CPRS) OF ONCE-A-YEAR IMPORTER

DOCUMENTARY REQUIREMENTS:

HOW TO AVAIL OF THE SERVICE

	STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM
<ul style="list-style-type: none"> + Notarized CPRS Registration with picture and Signature + SEC/DRI Registration + Tax Identification Number (TIN) of applicant + Bill of Lading / Invoice / Packing List + Affidavit of Once-A-Year importation + BOC Single Administrative Document (SAD) + BOC Official Receipt Applicant, Broker and Processor's ID card + Others: MSDA (Materials Safety Data Sheet) and Import Permit/ Clearance (if applicable) 	1	Importer —applies for CPRS Registration through Value Added Service Provider (VASP) using the CPRS Once-A-Year	1.1 Receives and evaluates the documents for completeness	5 minutes	CIS Staff in the Administrative Section	Registration Fee	CPRS Registration form on line via VASP provider
			1.2 Prepares Indorsement/ Recommendation for Approval	5 minutes	CIS Staff in the Administrative Section	PHP 1,000.00	
			1.3 Review entire documents for errors	4 minutes	Evaluator	Documentary Stamps	
			1.4 Signs Indorsement/Recommendation for approval	1 minute	Chief, CIS	PHP 115.00	
			1.5 Records indorsement for tracking purposes	2 minutes	CIS Staff		
	2		2.1 Activation of the approved application in the EzM	3 minutes	Office of the District Collector	NONE	NONE
	3		2.2 Upon approval of the application, the applicant shall receive a Certificate of Registration (COR) through e-mail.	10 minutes			
			Once the Bank Reference Number (BRN) has been issued by Authorized Agent Bank		Authorized Agent Bank (ABB)		
			END OF TRANSACTION	30 minutes			

X-RAY INSPECTION PROJECT

SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY-FRIDAY (8:00 AM-5:00 PM)

WHO MAY AVAIL OF THIS SERVICE:

ACCREDITED EXPORTERS, or their Authorized Representatives, Customs Brokers

PROCESSING OF X-RAY INSPECTION PROJECT

DOCUMENTARY REQUIREMENTS:

HOW TO AVAIL OF THE SERVICE

- a. IEIRD / Export Declaration Document (back to back copy with color selectivity stamp by FED
- b. Bill of Lading
- c. TAN / OLS
- d. Commercial Invoice
- e. Packing List
- f. Other Pertinent Documents (Permits, Clearance, etc.)

STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	Submits all required documents to the XIP Field office; if shipments tagged as RED, make sure it has been stamped with "Subject for X-ray" at EPU (Entry Processing Unit)	1.1 Validates / Checks Completeness and authenticity of documentary requirements	2 minutes	XIP Document Verifier	N/A	N/A
		1.2 Signs the set of documents that is subject for X-ray scanning				
2	Brings the signed set of documents of the shipment subject for X-ray inspection to the X-ray facility (Satellite Offices)	2.1 Counterchecking of documents	1 minute	Assistant Field Officer		
		2.2 Entrance / Exit of containerized Shipments on the x-ray scanner	3 minutes	X-ray Coordinator		
		2.3 Scanning Process, Image Analysis	5 minutes	X-ray Inspector	N/A	N/A
	Advices the truck driver to bring the container truck at the X-ray Facility	2.4 Print out / Release of X-ray Image	1 minute	X-ray Inspector		
3	Proceed to Duty Examiner/s for the day at XIP-DEA for evaluation of X-ray image	3 Request for X-Ray image on the scanned Containerized shipment	3 minutes	Duty Examiner	N/A	N/A
	END OF TRANSACTION		15 minutes			

CARGO CONTROL UNIT

SCHEDULE OF AVAILABILITY OF SERVICE

MONDAY—FRIDAY (8:00 AM—5:00 PM)

WHO MAY AVAIL OF THIS SERVICE:

ACCREDITED EXPORTERS, OR their Authorized Representatives, Customs Brokers

DOCUMENTARY REQUIREMENTS:

- Duly Accomplished Single Administrative Document (SAD)
- Duly Accomplished Informal Import Declaration and Entry

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	ACTIVITY	DURATION	PERSON-IN-CHARGE	FEE	FORM
1	Awaiting for approval	Receives Single Administrative Document (SAD)/ Informal Entry from Cash Section	2 minutes	Receiving Clerk		
		Validate SAD, e.g., Formal & Informal Customs Entry(s) & its supporting attachments				
		Forwards SAD/ Informal Entry to the Chief, Cargo Control for approval				
		Checks/Verifies SAD against the latest Alert/ Hold Orders issued				
		Approves the release of Shipment(s) upon representation of duly accomplished Entry and Proof of Payment	2 minutes	Chief, Cargo Control Unit		
2	Presents Approved SAD/Informal Entry to the assigned Wharfinger	Checks/ Verifies proof of payment, other related attachments and signatories	4 minutes	Wharfinger	N/A	Single Administrative Document / Informal Entry
		Checks/ verifies the SAD against the Inward Manifest and latest Alert/ Hold Orders issued				
		Approves Final release of the import cargoes				
3	Proceed to the Arrastre for the releasing of Cargoes	END OF TRANSACTION	8 minutes			

PROCEDURE FOR FILING COMPLAINTS/FEEDBACK/SUGGESTIONS/COMMENTS

1. Secure the Complaints/Feedback/Suggestions/Comments Form from the Administrative Office of the Bureau of Customs or email us at boc_portofdavao@yahoo.com for a soft copy of the Complaints/Feedback/Suggestions/Comments Form.
2. Fill up the form accordingly with complete name of BOC personnel or BOC Division subject of the complaint or feedback. In case of complaints, please include documentary and other proof of violation/offense.
3. Submit the filled-up form (with attachments, if necessary) to Human Resource Management Officer, Administrative Division, This Port, or email to boc_portofdavao@yahoo.com with the subject header of **FEEDBACK/ COMPLAINT CONFIDENTIAL**.
4. Allow seven (7) working days from date of filing for appropriate feedback from the Human Resource Management Officer, BOC Port of Davao.

**BUREAU OF CUSTOMS
COLLECTION DISTRICT XII
DAVAO**

1. Which Division of this Port does this feedback relate to?

2. Please answer the following questions by ticking the appropriate box:

	YES	NO
Were you acknowledged immediately and served as soon as practicable?	<input type="checkbox"/>	<input type="checkbox"/>
Were you treated in a courteous and considerate manner?	<input type="checkbox"/>	<input type="checkbox"/>
Did you receive ample and effective service in a time-efficient manner?	<input type="checkbox"/>	<input type="checkbox"/>
Were you satisfied with your overall experience with BOC-DAVAO?	<input type="checkbox"/>	<input type="checkbox"/>

3. BOC-DAVAO is committed to continuously review and improve its customer services practices. If you have answered "no" to any of the question above please provide further details below for future training (If the space provided is not sufficient, you may write more details at the back of this page):

4. If you have received outstanding customer service and would like to acknowledge the section/person with whom you were doing business with, please provide a short description of the situation for future training and recognition (If the space provided is not sufficient, you may write more details at the back of this page):

Name section/person who gave outstanding customer service:

Brief description of the situation:

5. Please provide any further comments that may assist us to improve our customer service:

If you would like us to contact you to discuss your comments, please provide your name, address, telephone number and other contact details.



BUREAU OF CUSTOMS
COLLECTION DISTRICT XII
PORT OF DAVA0

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