



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

June 23, 2014

**CUSTOMS MEMORANDUM ORDER**

No. 15-2014

**SUBJECT: Revised Guidelines and Procedure in the Hiring and Promotion of Personnel for First and Second Levels of Positions**

Pursuant to the provisions of Section 32, Chapter 5, Book V of Administrative Code of 1987 (Executive Order No. 292), Civil Service Commission (CSC) Resolution No. 01-0114 dated January 10, 2001 and CSC Memorandum Circular (MC) No. 3, s. 2001, this Customs Memorandum Order (CMO) hereby establishes the revised guidelines in the hiring and promotion of personnel for appointment to the First<sup>1</sup> and Second<sup>2</sup> level positions in all Groups, Offices, and Collection Districts of the Bureau of Customs (BOC), for the guidance of all concerned.

**1.0 PURPOSE**

This Circular is being issued to:

- 1.1 To provide simplified guidelines in the selection of personnel to fill vacant positions in the First and Second levels either through hiring or promotion.
- 1.2 To widen the sphere of selection of personnel and allow the BOC to choose the best qualified applicants for appointment to vacant positions.
- 1.3 To clarify the procedure for screening of applicants and define the responsibilities of the Personnel Selection Boards at the Central, Group, and Local levels.

**2.0 BASIC POLICIES**

- 2.1 Selection of employees for appointment in the government service shall be open to all qualified men and women according to the principle of merit and

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<sup>1</sup> First level positions include positions in clerical, trades and crafts, and custodial services which involve sub-professional work in a non-supervisory or supervisory capacity requiring less than four years of collegiate studies.

<sup>2</sup> Second level positions include positions in professional, technical and scientific work in non-supervisory or supervisory capacity, up to Division Chief level, requiring at least four years of collegiate studies.

fitness. There shall be equal employment opportunity for men and women at all levels of positions in the Bureau, provided they meet the minimum requirements of the position to be filled.

- 2.2 When a position in the First or Second level becomes vacant, applicants for employment who are competent, qualified, and have the appropriate civil service eligibility shall be considered for permanent appointment.
- 2.3 All qualified employees occupying next-in-rank positions shall be automatically considered candidates for promotion for the next higher position provided they submit a letter of intent signifying interest in promotion. Non-submission of a letter of intent shall be construed as a waiver from inclusion in the selection line up. All other interested personnel of the BOC, as well as those from outside the BOC, shall submit to the HRMD an application for appointment to specific vacant positions published for filling.
- 2.4 All applicants shall be screened by the Personnel Selection Board (PSB). However, appointments to the following positions shall no longer be screened by the PSB: a) substitute appointment due to their short duration and emergency nature; b) appointment to primarily confidential positions; and, c) renewal of temporary appointment issued to the incumbent personnel.
- 2.5 The appointing authority may appoint an applicant who is new or not next-in-rank, but ranks higher in the competency-based examination described in Section 4.5, than a next-in-rank applicant.
- 2.6 An employee may be promoted to a position which is more than three (3) salary grades higher than the employee's present position in meritorious cases, such as if the vacant position is: next-in-rank in the staffing pattern, the entry position, or the lone position of its kind; or if the applicant ranks highest in the competency-based examination described in Section 4.5.
- 2.7 An employee should have had a performance rating of at least very satisfactory for the last two (2) rating periods in the present position before being considered for promotion.
- 2.8 Promotion within six months prior to compulsory retirement shall not be allowed except as otherwise provided by law.
- 2.9 The PSB shall maintain fairness and impartiality in the assessment of applicants for appointment. Towards this end, the PSB may employ the assistance of external or independent resource persons and may initiate innovative schemes in determining the best and most qualified applicants.

### **3.0 THE BOC PERSONNEL SELECTION BOARDs (PSB)**

#### **3.1 Central Personnel Selection Board (Central PSB)**

The Central PSB shall be composed of the following:

- Chairperson - Deputy Commissioner, Internal Administration Group
- Members - Representative, Office of the Commissioner
  - Director, Administration Office
  - Deputy Commissioner/Director/District Collector from the organizational unit where the vacancy exists
  - BOCEA Representatives (one each for First and Second Level positions)
- Secretariat - Chief, HRMD and Staff

3.2 The Central PSB shall have the following functions and responsibilities:

- 3.2.1 Serve as the policy-making body for matters related to selection of personnel for hiring and promotion.
- 3.2.2 Oversee the effective implementation of the guidelines on hiring and promotion of personnel.
- 3.2.3 Identify the specific education, experience, and training requirements for certain positions following the general qualification standards set by the Civil Service Commission.
- 3.2.4 Establish reasonable and valid standards and methods of evaluating the competence and qualifications of applicants competing for a particular position, and ensure that these are applied fairly and consistently. The criteria established for evaluation of applicants must suit the requirements to perform the functions of the position.

3.3 **Group Personnel Selection Board (Group PSB)**

Each of the six (6) BOC Groups, i.e., IAG, AOCG, RCMG, IG, EG, and MISTG shall have a Group PSB to be composed of the following:

- Chairperson - Deputy Commissioner of the Group
- Members - Directors of the Offices/Services under the Group
  - Division Chief/Head of the Unit where the vacancy exists
  - Other Division Chiefs as alternates
  - BOCEA Representatives (one each for First and Second Level positions)
- Secretariat - Administrative Officer

3.4 **Local Personnel Selection Board (Local PSB)**

Each Collection District shall have a Local PSB to be composed of the following:

- Chairperson - District Collector



- Members - All Deputy District Collectors  
Division Chief/Unit Head of the division/unit where the vacancy exists  
Sub-Port Collector where the vacancy exists  
BOCEA Representatives  
(one each for First and Second Level positions)
- Secretariat - Administrative Officer

## **4.0 PROCEDURE**

### **4.1 Identification of Vacant Positions for Filling**

- 4.1.1 The Human Resource Management Division (HRMD), Administration Office, shall prepare the list of vacant positions authorized to be filled.
- 4.1.2 The Central PSB, in consultation with the different Groups, Offices, and Collection Districts, shall prioritize the positions to be published for filling.

### **4.2 Publication and Posting of Vacancies Marked for Filling**

- 4.2.1 The HRMD shall publish the list of vacant positions marked for filling in accordance with Republic Act 7041<sup>3</sup> (Publication Law) and post the same in at least three (3) conspicuous places in the BOC-Office of the Commissioner and in the BOC website (customs.gov.ph) for at least ten (10) calendar days. HRMD shall also send the list of vacancies to the District Collectors for posting in the respective District Offices/Ports.
- 4.2.2 Publication shall include the following information for each vacant position:
  - a. Name of group, service, office, or collection district where the vacancy exists and the office address
  - b. Item number, position title, salary grade, and salary of the position
  - c. General description of the nature and functions of the position
  - d. Qualification standards (education, experience, training, eligibility)
  - e. Competencies required of the position
  - f. Documents required from the applicant
  - g. Deadline and place of submission of applications.

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<sup>3</sup> An Act Requiring Regular Publication of Existing Vacant Positions In Government Offices, Appropriating Funds Therefor, and for Other Purposes

#### 4.3 Filing of Application and Preliminary Screening

4.3.1 All interested applicants, except BOC employees who are next-in-rank for a particular position, shall submit an application to the HRMD, Administration Office. The applicant must state the position being applied for and the office or collection district where the same is located. BOC employees who are next-in-rank for a particular position shall submit to the HRMD a letter of intent signifying interest in promotion to that position.

4.3.2 All applicants, including the next-in-rank and other BOC employees, shall submit the following supporting documents:

- a. Updated Personal Data Sheet
- b. Certificate of Eligibility or License issued by the Civil Service Commission, Professional Regulation Commission, or Supreme Court, as appropriate
- c. Transcript of Records and Diploma
- d. Certificate of trainings and seminars attended, if any
- e. Performance Appraisal Report for the last 2 rating periods (for government personnel only).

An applicant who fails to submit the supporting documents on the set deadline shall be excluded from the evaluation.

4.3.3 Interested employees who are under any of the following circumstances may also file their applications and undergo the same selection process:

- a. On scholarship, study grant, training and similar activities (either local or foreign), or study leave (bar or board review, and completion of master's degree) for fields that are relevant to the mandate and functions of the BOC; or
- b. On maternity leave.

For this purpose, the following guidelines shall be applicable:

- i. Performance rating to be considered shall be those for the last two (2) rating periods immediately prior to the scholarship, study grant, training and similar activities, study leave, or maternity leave; and
- ii. If the subject candidate is promoted, the effectivity of the appointment shall be upon assumption to duty.

4.3.4 The HRMD shall prepare the list of applicants by Group, Office, or Collection District and conduct the preliminary screening by determining if all the minimum qualification requirements (education, experience, training and eligibility) of the position, as set by the PSB consistent with the rules of the Civil Service Commission, are met. For applicants for promotion, a performance rating of very satisfactory for

the last two rating periods shall be an additional qualification requirement.

- 4.3.5 BOC reserves the right to conduct a background check on the applicants from outside of the BOC to determine their employment history and past performance. The results of the background check may be used as one of the bases for selection of applicants.
- 4.3.6 The HRMD shall submit to the Central PSB the list of applicants who qualify under the preliminary screening. Only those who pass this stage shall be considered for the next stage of screening.
- 4.3.7 If an applicant does not receive any notice from HRMD regarding the aptitude or psychometric test, then it means that the applicant did not pass the qualification standards and his application shall not be processed further.

#### **4.4 Conduct of Aptitude and Psychometric Tests**

- 4.4.1 The Central PSB shall cause the conduct of the written aptitude and psychometric tests for applicants who meet the minimum qualification requirements of the position.
- 4.4.2 A threshold score shall be set by the Central PSB which shall serve as basis for a "Pass" or "Fail" rating.
- 4.4.3 Only those applicants who pass the aptitude and psychometric tests shall be referred by the Central PSB to the Group PSB or Local PSB concerned for further screening.
- 4.4.4 If an applicant does not receive any notice from HRMD regarding the next stage of screening which is the competency-based examination, then it means that the applicant did not pass the aptitude or psychometric test and his application shall not be processed further.

#### **4.5 Conduct of Competency-based Examination**

- 4.5.1 The competency-based examination shall be given only to those applicants who pass the aptitude and psychometric tests.
- 4.5.2 The competency-based examination shall further test the fitness of applicants to perform the duties of specific positions. It may consist of any or all of the following: a) written test, b) interview, or c) physical fitness test. The Central PSB shall determine the points assigned to each test component out of a total point score of 100 (ex., 50 points for written test, and 50 points for interview).
- 4.5.3 The Central PSB shall formulate the competency-based examination for positions in the Collection Districts, to be administered by the Local PSB to applicants for positions in the Collection District.



- 4.5.4 The Group PSBs shall formulate their respective competency-based examination for applicants to positions under the Groups for approval of the Central PSB. Once approved, the Group PSBs shall administer the same to their applicants.
- 4.5.5 The Group PSB or Local PSB shall notify each applicant of the schedule of these tests at least 48 hours before their appointment date and time. If an applicant does not arrive on time, the Group PSB or Local PSB may decide not to administer the examination, and not to process the application any further.
- 4.5.6 In examinations where the members of the Group PSB or Local PSB have to rate the applicants, at least two (2) members should confidentially rate each applicant. The average of the individual scores given by the raters shall be the final rating of the applicant.

## **5.0 Preparation and Submission of the Selection Line-Up**

- 5.1 The Group PSBs and Local PSBs shall prepare the selection line up of their respective Groups or Collection Districts based on the results of the competency-based examination. The selection line up shall contain the list of applicants who have undergone the competency-based examination; the point score for each test component (i.e., written test, interview, or physical fitness test); the final rating of the applicant; and the names of the applicants recommended for appointment to the vacant positions. The selection line up shall be submitted to the Central PSB for evaluation and deliberation as to compliance with this CMO and relevant Civil Service Commission rules and regulations, and for endorsement to the Commissioner.
- 5.2 The Commissioner, as the appointing authority, shall act on the recommendation of the Central/Group/Local PSB. If approved, the Central PSB, thru the HRMD, shall prepare the appointment papers.

## **6.0 Other Provisions**

- 6.1 A day after the issuance of the appointment, HRMD shall post notice in three (3) conspicuous places in the BOC for at least fifteen (15) calendar days announcing the appointment of an employee.

6.2 Protests or appeals shall be in accordance with Rule 17<sup>4</sup> of the Revised Rules on Administrative Cases promulgated by the Civil Service Commission on November 18, 2011.

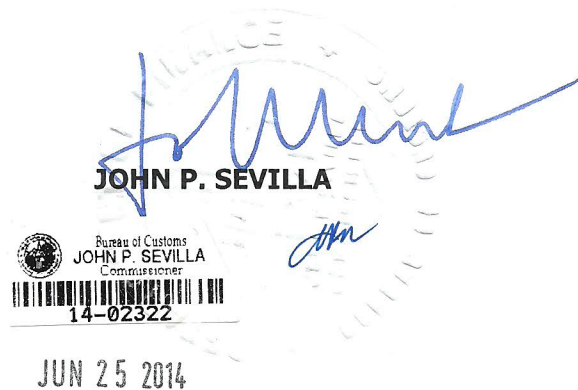
6.3 The Group and Local PSBs shall submit all documents related to the selection process to the HRMD not later than five (5) working days from completion of the deliberation.

## 7.0 REPEALING CLAUSE

This CMO repeals CMO Nos. 28-2011 dated May 31, 2011, 6-2002 dated December 3, 2001 and all other orders and issuances that are inconsistent herewith.

## 8.0 EFFECTIVITY

This Order shall take effect immediately.



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<sup>4</sup> RULE 17, PROTEST, quoted hereunder:

### Rule 17 PROTEST

**Section 79. Protest; Who may file.** - Only a qualified next-in-rank employee may file a protest against an appointment made in favor of another who does not possess the minimum qualification requirements.

**Section 80. Where to File.** - A qualified next-in-rank employee shall have the right to appeal initially to the head of agency, then to the Civil Service Commission Regional Office, and then to the Civil Service Commission Proper.

**Section 81. When to File.**- A Protest may be filed within fifteen (15) days from the announcement and/or posting of appointments subject of protest.

For this purpose, all appointments or promotions shall be duly announced and/or posted in bulletin boards or at conspicuous places in the Department or Agency within thirty (30) days from issuance of the appointments.

**Section 82. Effect on the Protested Appointment.** - A protest shall not render an appointment ineffective nor bar the approval thereof, by the Civil Service Commission Field, Regional Office or the Commission, as the case may be, but the approval shall be subject to the final outcome of the protest.