



# BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM

INTEGRITY

ACCOUNTABILITY

AOCG Memo No. 339-2021

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*hmb*

## MEMORANDUM

**FOR :** **DEPUTY COMMISSIONERS & ASSISTANT COMMISSIONER**  
 Internal Administration Group (IAG)  
 Revenue Collection Monitoring Group (RCMG)  
 Intelligence Group (IG)  
 Enforcement Group (EG)  
 Management Information System and Technology Group (MISTG)  
 Post Clearance Audit Group (PCAG)

**ALL DISTRICT COLLECTORS**  
**ALL SUB-PORT COLLECTORS**

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

**SUBJECT :** **NOTICE OF INSPECTION ISSUED BY THE ANTI-RED TAPE AUTHORITY (ARTA) AND REQUEST FOR LIST OF ALL PENDING APPLICATIONS WITH COMPLETE REQUIREMENTS**

**DATE :** 28 June 2021

Please be guided by the attached **NOTICE OF INSPECTION** dated 22 June 2021 issued by the Anti-Red Tape Authority (ARTA) to this Bureau. As stated, random monitoring and inspections of several National Governmental Agencies (NGAs) and Local Government Units (LGUs) are lined up for the whole month of June 2021 to ensure that measures and regulations towards easing the doing business in the Philippines are being observed and implemented pursuant to the requirements of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

In the conduct of the aforesaid inspections, ARTA will look into the compliance of this Bureau and all of its bureaus/offices with the following:

1. Provisions of **R.A. No. 11032** or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018;
2. **ARTA Memorandum Circular No. 2019-002 Series of 2019** or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, Otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR) and its Supplemental or **ARTA Memorandum Circular No. 2019-002-A Series of 2019**;
3. **ARTA Memorandum Circular No. 2020-07** or Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agencies Concerned in

*A Modernized and Credible Customs Administration That is Among the World's Best*

South Harbor, Gate 3, Port Area, Manila 1099

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Compliance with Republic Act No. 11032, Otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR);

4. Establishment of a Public Assistance Complaints Desk; and
5. **ARTA Memorandum Circular No. 2020-06** or the Guidelines on the Issuance and/or Reinstitution of Permits and Licenses Under the "New Normal".

In addition, ARTA requested for a **LIST OF ALL PENDING APPLICATIONS WITH COMPLETE REQUIREMENTS** that have exceeded the 3-7-20 working days of all offices of the BOC. Kindly submit the list of pending applications to this Office within three (3) working days from receipt prior to submission of the same to ARTA.

RECEIVED	
DATE: 6/25/21	BY: James 1:24



BOC-03-10696

22 June 2021

**REY LEONARDO B. GUERRERO**  
 Commissioner  
 Bureau of Customs  
 G/F OCOM Building, 16th Street,  
 South Harbor, Port Area, Manila

BUREAU OF CUSTOMS MESSAGE CENTER RECEIVED	
JUN 25 2021	
BY: <i>[Signature]</i>	TIME: 9:00

**SUBJECT: NOTICE OF INSPECTION**

REPUBLIC OF THE PHILIPPINES BUREAU OF CUSTOMS OFFICE OF THE DEPUTY COMMISSIONER OPERATIONS AND INSPECTION DIVISION	
RECEIVED	
BY: <i>[Signature]</i>	DATE: 6/25/21

Dear Commissioner Guerrero,

In line with the 3<sup>rd</sup> Anniversary of the Anti-Red Tape Authority (ARTA), random monitoring and inspections of several National Government Agencies (NGAs) and Local Government Units (LGUs) are lined up for the whole month of June 2021 to assess how far our government offices have complied with the requirements of RA 11032.

In the conduct of the aforesaid inspections, ARTA will look into the compliance of the Bureau of Customs (BOC) and all of its bureaus/offices with the following:

1. Provisions of R.A. No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018;
2. ARTA Memorandum Circular No. 2019-002 Series of 2019 Guidelines on The Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, Otherwise Known as The "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," And its Implementing Rules and Regulation (IRR) and its Supplemental or ARTA Memorandum Circular No. 2019-002-A Series of 2019;
3. ARTA Memorandum Circular No. 2020-07 or Guidelines On the Designation of a Committee on Anti-Red Tape (CART) In The Agencies Concerned in Compliance with R.A. 11032, Otherwise Known As The "Ease Of Doing Business and Efficient Government Service Delivery Act Of 2018" and Its Implementing Rules and Regulations (IRR);
4. Establishment of a Public Assistance Complaints Desk;
5. ARTA Memorandum Circular No. 2020-06 or the Guidelines on the Issuance and/or Reinstitution of Permits and Licenses Under the "New Normal";

BUREAU OF CUSTOMS PORT OPERATIONS SERVICE RECEIVED	
JUN 25 2021	
BY: <i>[Signature]</i>	TIME: 5:10

AOCG Memo No. 339-2021

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**ARTA**  
ANTI-RED TAPE AUTHORITY  
OFFICE OF THE PRESIDENT



Please note that we are also expecting some members of the media to join said inspection, which will also be streamed live via Facebook. Also, we are seeking your consent to the posting of ARTA posters in conspicuous areas in your office to promote the Anti-Red Tape efforts of the government.


The inspections and monitoring of compliances with the foregoing are being conducted to ensure that measures and regulations towards easing the doing of business in the Philippines are being observed and implemented.

Lastly, we would like to request for a list of all pending applications with complete requirements that have exceeded the 3-7-20 working days of all offices of the BOC by June 25, 2021. Please send the consolidated list of pending applications to [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph)

For any questions or concerns, you may reach us via email at [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph) or at [odg@arta.gov.ph](mailto:odg@arta.gov.ph) for any questions or concerns. You may also

Thank you.

Sincerely,

  
**ATTY. JEREMIAH B. BELGICA, REB, EnP**  
Director General  
Anti-Red Tape Authority

Copy furnished:

**CARLOS G. DOMINGUEZ**  
Secretary  
Department of Finance  
DOF Bldg, BSP Complex,  
Roxas Blvd., Metro Manila