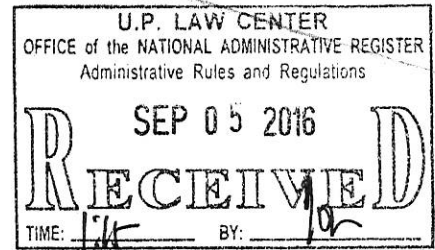




Republic of the Philippines
Department of Finance
BUREAU OF CUSTOMS
1099 Manila



31 August 2016

CUSTOMS MEMORANDUM ORDER
NO. 21-2014

SUBJECT: SUPERVISION OVER THE PUBLIC INFORMATION AND ASSISTANCE DIVISION

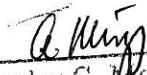
In the interest of service and pursuant to the power of the Commissioner to promulgate rules and regulations under Sections 201 and 204 of Republic Act No. 10863 or the "Customs Modernization and Tariff Act of 2016," the Public Information and Assistance Division (PIAD), including its attached unit, the Bureau of Customs Customer Assistance and Response Services (BOC-CARES), shall now be under the direct control and supervision of the Office of the Commissioner (OCOM).

As such, all personnel complement of PIAD shall directly report to OCOM. Further, all instructions and directives relative to PIAD's day-to-day operations shall also emanate from OCOM.

Nevertheless, in accordance with Section 34(d)(5) of Executive Order No. 127 (s. 1987), the Internal Administration Group shall still attend to PIAD in matters that are purely administrative in nature.

This Order shall take effect immediately and shall last until revoked.

Certified True Copy


Alexander C. Montemayor
Admin. Officer V
CRMD - BOC


NICANOR E. FAELDON
Commissioner



SEP 01 2016