



BUREAU OF CUSTOMS


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MEMORANDUM

TO : DEPUTY COMMISSIONERS,
DISTRICT COLLECTORS,
DIVISION CHIEFS, and
HEADS OF OFFICE

FROM : REY LEONARDO B. GUERRERO
Commissioner *11* *SEP 30 2020*  BOC-03-06949

SUBJECT : CLIENT FEEDBACK AND COMPLAINT ACTION
PROCESS

DATE : 16 September 2020

As part of the modernization measures being implemented by the Bureau of Customs (BOC) and in compliance with the provisions of Republic Act No. 11032 or Ease of Doing Business Act, the following timeframes shall be strictly observed in order to ensure the efficient and effective addressing of comments, questions, concerns and inquiries from various stakeholders.

Complaints, Concerns, Request for Assistance originating from the 8888 Citizens' Complaint Hotline, Civil Service Commission and the Anti-Red Tape Authority (ARTA) will be primarily endorsed to the customs email of the concerned Group, Division, Unit, Service or Other Offices concerned. The recipients must provide an official response or report regarding their concrete and specific actions within twenty-four hours (24 hours) from the time it was sent to their customs email. The official response or report must be directed to the complainant and/or Hotline 8888 or ARTA Director General as the need arises.

On the other hand, Complaints, Concerns, Request for Assistance originating from the Presidential Complaint Center will be primarily endorsed to the customs email of the Group, Division, Unit, Service or Other Office concerned. PIAD on the other hand informs PCC that an initial action has been taken. The recipients must provide an official response or report regarding their concrete and specific actions within five (5) working days from the time it was sent to their customs email. The official response or report must be directed to the complainant and/or Asec. Jaime Llaguno Mabilin as the need arises.

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Offices who shall reply to the concerns forwarded to them shall furnish BOC-CARES with a copy of their official responses, reports or any actions taken on the complaint/concern thru complaints@customs.gov.ph.

Monitoring of endorsements from the 8888 Citizens' Complaint Hotline, ARTA, CSC and PCC shall be collaborated effort between the Internal Administration Group (IAG) and Intelligence Group (IG).

Failure to adhere with the provisions set forth is subject to issuance of show cause order by the Deputy Commissioner for Internal Administration.

For strict compliance.