



BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM

INTEGRITY

ACCOUNTABILITY

OCOM Memo No. 35-2022

MEMORANDUM

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TO : ASSISTANT COMMISSIONER
ALL DEPUTY COMMISSIONERS
ALL DISTRICT COLLECTORS
ALL DIRECTORS
ALL DIVISION/OFFICE CHIEFS
ALL GROUPS/SERVICES/DIVISIONS/OFFICES
ALL PORTS/SUPPORTS

FROM : REY LEONARDO B. GUERRERO
Commissioner

SUBJECT : CREATION OF A CENTRAL VIBER COMMUNICATION CHANNEL FOR BOC EMPLOYEES & PERSONNEL AND REITERATION OF EXISTING OFFICIAL SOCIAL MEDIA ACCOUNTS OF THE BUREAU

DATE : 17 March 2022



BOC-03-14406

1. The Bureau of Customs, through the Public Information and Assistance Division (PIAD), is now implementing the Interim BOC Communications Plan 2022 in an effort to *pursue greater connection with internal personnel* and enhance public perception in terms of awareness, trust, and satisfaction ratings.
2. In line with the foregoing, the PIAD and Human Resource Management Division (HRMD) created the BOC INTERNAL COMMUNITY which shall serve as the official and secure Viber Channel for all BOC Employees and Personnel of the BOC. Said channel shall also only be a one-way communication channel where only authorized officers may send messages to the group. The members list shall likewise be monitored by Ms. Dianne S. Valenzuela, Chief, Records Management and Legal Section, HRMD for security purposes.
3. Further, all employees and personnel are enjoined to engage with all existing social media platforms of the BOC, if applicable, through following and liking.
4. All offices and units under the respective groups and ports through the Deputy Collectors for Administration, OIC, and/or Administrative Officers shall fill-out an e-compliance matrix on or before **April 15, 2022**. For secured access to link, kindly contact **Mr. Dexter "DJ" A. Buted Jr.**, Head Secretariat, Communications Plan 2022 thru +639369363224.
5. All information required pursuant to this project shall be treated with strictest confidentiality, monitored by authorized officers from PIAD and HRMD.
6. For strict compliance.



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ATTACHMENT B

COMMUNITY AND SOCIAL MEDIA ACCOUNTS OF BUREAU OF CUSTOMS

PLATFORM		NAME	QR Code	Link
	Viber Community*	BOC Internal Community		bit.ly/363fShi
	Facebook	Bureau of Customs PH		bit.ly/3KOcAgD
	Twitter	@CustomsPH		bit.ly/3JoLrR5
	Instagram	@customs.ph		bit.ly/3N1qQ7Q
	TikTok	@customs.ph		bit.ly/3tfCRi2
	YouTube	Bureau of Customs PH		bit.ly/3KTNQDU

All BOC employees and personnel are enjoined to engage with all existing community and social media platforms of the BOC, if applicable

*Only Permanent, Temporary, Casual Employees, and Contract of Service (COS) Workers shall be members of the BOC Internal Community