

2017-12-007

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Republic of the Philippines  
Department of Finance  
**BUREAU OF CUSTOMS**

1099 Manila

**MEMORANDUM**

**FOR : ALL DEPUTY COMMISSIONERS  
ALL DIRECTORS  
ALL UNIT HEADS  
ALL BOC EMPLOYEES**

**FROM : ISIDRO S LAPEÑA, PhD, CSEE**  
Commissioner



DEC 01 2017

**SUBJECT : Compliance to the Mandatory Five-Day Rule**

**DATE : December 1, 2017**

1. It has been noted that despite issuance of Customs Memorandum Order No. 24-2017 (*Mandatory Response Time to Act on Official Communication*) setting a mandatory time-frame of five (5) days to respond to all clients, whether internal or external, there are instances when action on directives given by the Commissioner take even more than five (5) days.

2. In this view, you are hereby reminded to comply with Customs Memorandum Order No. 24-2017 and ensure immediate action on directives from the Commissioner and requests from clients.

3. For strict compliance.